



# KISIMUL GROUP

## Operational and Education Policy and Procedure

### Quality Assurance Programme

#### Woodstock House

## Policy

Kisimul School continuously strives to provide the highest standard of care and education possible. This is achieved by setting benchmarked standards, requesting feedback on the quality of service that is provided from pupils, their parents and social workers using our quality assurance questionnaire and by auditing a range of activities and data on a monthly basis.

The Quality Assurance (QA) Group is responsible for the quality assurance and auditing of the delivery of care and education services throughout the company. This is achieved by observing operating systems, behaviour strategies and record keeping and ensuring that these are implemented in line with the organisation's policies and procedures. A key responsibility of the company's Quality Assurance processes is compliance with existing regulatory expectations, such as Regulation 44 and 45 of the Quality Standards 2015 which govern how the homes report on quality to Ofsted.

This policy should be read in the context of the Corporate Governance Policy.

## Procedure

- The QA Group meets on a monthly basis to review a range of data received from the schools and homes. This data includes statistics on accidents and incidents, physical interventions, incidents involving conflicts between residents, supervisions, concerns and complaints. The QA Group also reviews managers' analyses of these statistics, and recommends changes to company policy and procedure where appropriate. The QA Group reports to the Senior Management Group, which in turn reports to the Board of Directors as part of its Corporate Governance responsibility.
- The Quality Assurance Group consists of a representation of care home managers, Head Teachers, and other managers, together with usually at least two Directors. Its findings are minuted and fed back to managers.
- Managers and head teachers are expected to complete a monthly QA report, through which they analyse a range of performance data and report back on the previous month's actions. This information is stored in the Quality Assurance file.

- The Policy Committee, which also meets monthly, is responsible for reviewing all policies and procedures on an annual basis according to an agreed schedule, and which ensures that all policies and procedures are up to date with current legislation.
- Concerns and Complaints are documented in the complaints books and further action is taken if required (see Complaints Policy and Procedure), which is reported on monthly to the QA Group.
- Staff are appraised against their job descriptions according to the Performance Development Review Policy, and supervised and supported in their work according to the Supervision and Appraisals Policy and Procedure. Their views and opinions are valued and any recommendations are listened to and discussed. The QA Group monitors regular staff surveys and discusses the results.
- The Registered Managers and Head Teachers are responsible for sending regular Quality Assurance Questionnaires to the pupils' / residents' parents and social workers. In this way, feedback on the quality of care and education within Kisimul Schools and homes is requested regularly in line with the Children's Homes Regulations 2015.
- Pupil's Views are obtained by using a questionnaire modified using rebus symbols and individualised according to the range of ability of the pupil cohort. The pupils are assisted by members of staff to complete their questionnaire before each Education and Social Services Review. In addition a PowerPoint presentation is produced for most annual reviews demonstrating education outcomes and pupil engagement.
- Regular pupil view questionnaires are undertaken by the education teams on behalf of Care and School. These questionnaires provide on-going feedback regarding preferred activities and pupils' perceptions of the service.
- All relevant feedback forms are kept in the Quality Assurance file. The Quality Assurance Group is responsible for passing on the findings of the parents' and social Workers' questionnaires to the Directors and the registered managers. Any recommendations by social workers and parents for improvements are considered carefully and implemented where appropriate, with feedback given where required.
- Monthly QA Reports are completed by Registered Managers. These involve checking records and procedures as set out in Part 6 of the Children's Homes Regulations 2015. The Managers ensure that any appropriate actions are carried out swiftly. These monthly reports are used to write a Reg 45 report, which is submitted to Ofsted on a quarterly basis.
- The Registered Manager completes a monthly report in order to comply with the requirements of the Children's Homes Regulations 2015. This monthly report involves analysis of findings made by an independent external Reg 44 visitor as commissioned by the Operations Director to make monthly visits. The

independent visitor will interview at least one of the pupils in order to form an opinion of the standard of care provided; the daily logs and records are inspected as well as the premises. The Monthly Reg 44 Report consists of a written analysis of the conduct of the home. This report is sent to OFSTED at the end of each month and kept on file for next inspection. The Operations Director chairs a monthly meeting attended by the Director of Education, the Developments Director and the independent visitor where Reg 44 and Reg 45 reports, and premises and other inspection reports are analysed. The minutes and actions of these meetings are reviewed monthly by the QA group.

- The Director of Education, together with the Head Teachers, is responsible for monitoring standards of education within Kisimul Group. Key performance indicators of the quality of education include the Schools' Self-Evaluation Forms, collated and regularly reviewed by the Head Teachers and their leadership teams; the School Development/Improvement Plans; evidence files; monthly QA data on such matters as physical interventions and accidents/incidents; pupil progress data as measured through tools such as the Progression Guidance, B Squared and CASPA; and pupil tracker files, which monitor pupil progress from pre-Kisimul documentation through to Year 14 information. The Director of Education is a member of the Board of Directors, SMG, QA Group, Policy Committee and Reg 44 Committee.

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