

Quality Assurance

DCP is a carer-led organisation which means that several members of the Board of Trustees are carers or former carers of people with dementia or other related mental health problems. Because of their experience, they understand the need for a high quality service provision. The service is, therefore, always run in the best interests of the clients.

The aim of DCP is to provide a high standard of service to all of our customers at all times. There is an effective quality assurance policy which is reviewed and updated regularly to ensure that standards and indicators of quality are always given a high priority.

Reviews

When a service is first set up, a manager from DCP will visit the new client and their family after six weeks to ensure that they are happy with the service being provided. If there are any concerns or the client would like to make any changes, the DCP manager will make every effort to correct the problem and make the changes necessary. Another review of the service will be carried out after three months, again after six months and then annually after that. These reviews of service will be carried out with the client and their families and with the support workers working with the client to ensure that the service continues to properly meet the needs of the individual service user and in the way that they want the service to be provided.

However, if a client has any concerns or issues they do not have to wait for a formal review to take place to raise them. They can contact DCP at any time if they have any concerns or queries and these will be dealt with immediately until they are fully satisfied with the outcome.

Regular Contact

We also allocate a DCP team leader to each client who will make monthly contact with the clients to ensure they are satisfied with the service they receive and to deal with any issues that might arise.

Service Evaluation

On a more formal basis DCP will send a questionnaire to the clients and their carers asking for their comments about the services provided by DCP. This is a very important document and we actively encourage our clients to complete this. We analyse the results and see if there are any areas where we need to improve our service provision. The results of these surveys are available for the clients and carers if they would like copies.

Complaints and Compliments

DCP clients and carers have a right to complain if they are not happy with any aspect of the service they receive. There is a log maintained of all complaints and compliments received and these are monitored regularly by senior members of staff within DCP and the DCP Board of Trustees as a tool to review the quality of our service provision.

External Procedures for Monitoring Quality within DCP

- Social Services

DCP has a contract with the local authority social services department to provide services to meet the individual needs of individual clients. As part of this contract DCP has to comply with specified standards of quality service provision as set out in the contract. As part of this contract agreement social services inspectors carry out regular reviews of service provision to individual clients to ensure they are satisfied with the services provided. They will also carry out a formal annual inspection of the organisation to ensure that the terms and conditions of the contract agreement have been met. They then produce a report outlining the results of this inspection.

- Commission for Social Care Inspection

In order to provide a home support service DCP had to register with the Commission for Social Care Inspection (CSCI) as a domiciliary care agency. In order to achieve this registration DCP had to prove that they complied with the standards and terms and conditions for registration. The CSCI carry out regular inspections of the organisation to ensure that we continue to meet the terms and conditions for registration and that we have policies and procedures in place to comply with the national minimum care standards. The CSCI produce a report of each inspection which is available to the public either from DCP or from the CSCI.

Investors in People

DCP received the Investors in People award in 2002.