Quality Improvement Policy

Effective Date: October 2024

Reviewed October 2026

Review: October 2027

Policy Statement

LifeKidz Trust (the Trust) is committed to continuous quality improvement to enhance service delivery, increase client satisfaction, and promote a culture of safety and excellence. This policy aims to ensure that quality improvement initiatives are systematically integrated and reviewed into our operations.

Purpose

To establish a framework for the planning, implementation, and evaluation of quality improvement activities that align with the Trust's policies, procedures and strategic direction.

Scope

This policy applies to all employees, volunteers, and stakeholders involved in the delivery of services/products for the Trust.

Goals and Objectives

1. Enhance Service Quality: To improve the quality of services provided to clients and stakeholders.

2. Increase Client Satisfaction: To actively seek and incorporate feedback from clients, parents/care givers and stakeholders to enhance their experience.

3 Foster a Culture of Continuous Improvement: To promote an organisational culture that embraces innovation, safety and ongoing learning.

4 Compliance and Standards: To ensure all services meet legal, regulatory and accreditation standards.

Governance

The governance board (the Board) provide strategic leadership to the Trust and are responsible for:

- financial stability
- legal compliance
- accreditation standards and compliance
- Risk management

Audit Quality and Risk:

- monitoring and advising on quality improvement initiatives
- monitor and report on the Trusts financial position
- oversee audit requirements
- ensure legislative and accreditation compliance
- provide advice and direction to Management

Management Provide operational direction, allocate resources, and promote a culture of quality improvement.

Staff Participate in training and development, collection of data and produce reports, provide feedback, and implement quality improvement initiatives and annual appraisals

Quality Improvement Process

1. Identify Areas for Improvement:

    - gather information through surveys/ questionnaires and meetings, audits, performance measures, and stakeholder feedback.

- undertake root cause analysis to understand underlying risks and issues.
- consider the Trust strategic direction.

2. Set Improvement Goals:

   - Establish measurable objectives aligned with the Trust strategic plan policies and procedures priorities.

3. Develop Improvement Plans:

   - Create actionable plans to address identified issues, including timelines and those responsible for implementation and reports.

4. Implement Improvement Initiatives:

   - Carry out the improvement plans with involvement from relevant staff and stakeholders.
   - Monitor and Evaluate:
   - Track progress using defined measures and evaluate the effectiveness of improvement initiatives.
   - Adjust strategies as necessary based on outcomes and feedback.

5. Report and Communicate:

   - Regularly communicate progress on quality improvement initiatives to all stakeholders.
   - Share success stories and lessons learned to foster a culture of transparency and collaboration.

6. Training and Development:

   - Provide ongoing training and resources to staff on quality improvement methodologies and tools (e.g., Plan-Do-Study-Act (PDSA).

7. Review and Continuous Update:

This policy will be reviewed annually, or as needed, to ensure that it remains relevant and aligned with the Trusts goals and industry best practices.

Conclusion:



The Trust recognises that quality improvement is an ongoing process that requires commitment and collaboration at all levels. By adhering to this policy, we aim to deliver superior services and care and achieve excellence in all our endeavours.

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[i] The term client is used to refer to all participants attending LifeKidz programmes.