

Title of Policy:	Good Governance
Section:	Operations

Purpose

This Policy explains what is meant by “Good Governance” and the Company’s obligations in this regard, especially in being open, honest and transparent when things go wrong.

Statement

The processes associated with good governance and adopted by the Company are viewed as essential elements in creating, managing and growing a successful organisation, dedicated to providing the highest possible quality of care and services to its Clients.

Procedure and Guidance

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Regulation 17

This Regulation requires the Company to have systems and processes dedicated to good governance.

“To meet this regulation; providers must have effective governance, including assurance and auditing systems or processes. These must assess, monitor and drive improvement in the quality and safety of the services provided, including the quality of the experience for people using the service. The systems and processes must also assess, monitor and mitigate any risks relating the health, safety and welfare of people using services and others. Providers must continually evaluate and seek to improve their governance and auditing practice”

Guidance to the Regulations

What is good governance?

Good governance is described in the Good Governance Handbook, a collaborative document produced by the Healthcare Quality Improvement Partnership (HQIP) and the Good Governance Institute (GGI) as having 10 themes, as follows:

1. Clarity of purpose, roles and behaviours;
2. Application of principles;
3. Leadership and strategic direction
4. Effective external relationships – stakeholders, patients and community;
5. Effective internal relationships;
6. Transparency and public reporting;
7. Systems and structures: quality and safety, boundary issues;
8. Challenge on delivery of agreed outcomes;
9. Risk and compliance;
10. Organisational effectiveness: adding value.

These themes were developed in order to promote excellence and consistency within the NHS. Clearly the same themes cannot apply in total, or to the same extent as the Company, operating as we do within the Domiciliary Care market on a scale which is not evenly remotely comparable, however they provide the Company with useful parameters to work within. The Guide also describes the elements of a good governance programme:

- **Vision** – being certain why the organisation exists in the first place, its purpose and what difference it intends to make;
- **Strategy** – the planned means by which the organisation delivers the vision;
- **Leadership** – how the organisation is able to deliver the strategy over time;
- **Assurance** – that the organisation does what it says it will do and behaves in the manner it has agreed;
- **Probity** – that the organisation meets standards of openness and transparency, acts with integrity and in good faith. In the public sector, taking note of the Nolan principles of public life;
- **Stewardship** – that the organisation is responsible with resources, especially other people's resources (such as credit);

Although the Guide cannot be followed in its precise form, the principles promoted are of course relevant to some degree to the Company. After careful review, and after consideration of the limited financial and manpower resources available to the Company, we have selected the following main headings to describe how we aim to approach the subject of the good governance of our activities.

Vision

Everyone working within the Company will be informed of the following:

- a) The services provided;
- b) The nature of its Clients;
- c) The management structure;
- d) Future plans regarding structure, size and service provision.

This information will be provided through induction, the normal supervisory processes, team briefings, staff handbook etc. The Company's primary purpose will be outlined in its published Mission Statement.

Mission Statement

- To deliver safe, compassionate and personalised care to people in need so that they may continue to live at home, and enjoy community life.
- To provide employment opportunities for dedicated professionals in a working environment which promotes dignity and respect, equal opportunities and fair rewards.
- To be recognised within the local community as the provider of choice.

Safe working practices

The Company promotes safe working practices through a rigorous and consistent application of the processes of risk assessment covering all of its activities. Specific policy statements cover:

- Accident Investigation;
- Alcohol and Drugs;
- COSHH;
- Display Screen Equipment;
- E Cigarettes;
- First Aid;
- Health and Safety;
- Infectious Diseases;
- Lone working;
- Manual Handling;

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This policy was implemented/reviewed on ? The date of the next review is ?

This model requires the approval of the purchaser prior to implementation

- Risk Assessment;
- Smoking at Work;
- Stress Management;
- Workplace Equipment.

Staff are encouraged to identify any situation which arises which might suggest that health and safety is, or is likely to be compromised, so that appropriate corrective action can be taken without delay.

Assurance

The Company's policy statement on business ethics states:

Reliability and Keeping promises - We must keep our word. We must do what we say we will do, and at the time we said we will do it.

This is meaningless of course, unless we take steps to establish whether we are in fact delivering care services to standards that we can be proud of. The Company will do this by seeking the views of all stakeholders in the business –

Clients – We need to establish satisfaction levels, identify shortcomings, provide feedback and implement improvements where necessary.

Employees – Employees are at the very heart of our business – “at the coalface” on a daily basis so to speak. Their views are essential in managing the business effectively.

Carers/Family members – the views of “significant others” involved in the care of our Clients, or family members may not always be available, as many of our Clients live alone, but where they are available they can provide an important “second opinion”.

KLOE References for this Policy	Regulation directly linked to this Policy	Regulations relevant to this Policy
<p style="text-align: center;">Safe Well-Led</p>	<p style="text-align: center;">Regulation 17: Good governance</p>	<p style="text-align: center;">Regulation 4: Requirements where the service provider is an individual or partnership</p> <p style="text-align: center;">Regulation 5: Fit and proper persons: directors</p> <p style="text-align: center;">Regulation 6: Requirement where the service provider is a body other than a partnership</p> <p style="text-align: center;">Regulation 7: Requirements relating to registered managers</p>