



Quality Assurance Framework

Policy Statement

Medex Group is committed to raising the standard of provision by putting our clients at the heart of everything we do. We will meet our obligations to partners and key stakeholders and enhance customer satisfaction, by delivering services and provision that meets the requirements of all clients.

We are dedicated to:

- creating a culture of continuous improvement within our company and the organisations with whom we work.
- investing in the continual professional development of staff to ensure emerging best practice is adopted across our operation and our approach remains current and relevant.
- complying with recognised quality standards and promoting best practice within the industry.
- providing a professional service that exceeds expectation.
- ensuring our services are delivered efficiently, effectively and consistently, meeting customers individual needs.
- continually improving and developing our own service and standards to meet the changing needs of customers, partners and commissioners.

Communication

This policy will be communicated to staff as part of their staff induction, training in service delivery, and via meetings. As changes are made, staff will be notified through team meetings, email and/or news updates.

This policy applies across Medex Group's delivery, including the services provided by subcontractors and other partners on our behalf. All subcontractors are expected to have a quality policy and relevant procedures that reflect the standards as a minimum. When Medex Group hold quality accreditation e.g. Matrix, we will encourage and support subcontractors to achieve the same accreditation within six months of contract start. The standards in this policy will be reflected within the subcontract or service level agreement.

Customer Focus

Medex Group's customers include our programme beneficiaries, our funders/ commissioners, the partners with whom we work, and our internal customers. It is important that we understand current and future customer needs, in order that we are able to meet these needs. We achieve this through fully understanding contractual requirements, involving customers in service design and development, actively seeking feedback about our service and acting on the results.

Leadership

While considering the needs of all customers, our financial stakeholders, and wider communities in which we operate, Medex Group's management team has a clear vision of the organisation's future. The management team will set challenging goals and targets and create an environment in which these can be readily achieved, by providing the resources, training and encouragement needed to inspire staff.

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Person Responsible: Lara Beech

Medex Group Ltd



People Involvement

Medex Group is committed to developing a culture of continual improvement and learning and fostering creativity and innovation. Staff will be accountable for their own performance and for actively seeking opportunities to further their own development. Through our performance management activities Medex Group will ensure staff understand their contribution to the organisation, share knowledge and experience and work together to solve problems and promote continual improvement.

Process Approach

Medex Group will systematically define the activities needed to meet customer requirements as part of our contract implementation processes, ensuring we identify and put in place the resources, working practices and tools needed to meet all contractual and legal obligations and implement recognised good practice.

Continual Improvement

Medex Group is committed to continual improvement of performance in the outcomes we achieve and how effectively we meet customer requirements. We will apply improvement planning processes through structured quality assurance and monitoring activities to embed this approach throughout all aspects of our service. This includes actively seeking and sharing best practice from within and outside the organisation.

Factual decision-making

All business decisions will be taken based on factual analysis of available data. We will effectively capture data regarding all relevant aspects of our service delivery and business performance, putting in place data integrity and validation checking processes to ensure this is accurate and reliable.

Quality Assurance Framework

Ongoing quality awareness training for staff through induction, one-to-one coaching and training, structured meetings and events.

Risk-based internal audit programme focussing on quality of service/compliance in relation to individual contract requirements and recognised best practice, including themes of equality and safeguarding. Audits undertaken by relevant quality assurance personnel (contract-specific or central team) against contract-specific pre-defined standards, will result in a risk-rating for the site/contract and clear corrective and preventive actions to continually improve delivery.

Regular observation of delivery will be undertaken for all members of staff involved in direct service delivery. An annual observation schedule will be produced. Trained staff will conduct observations of training delivery by staff qualified in the subject area. Outcomes of observation will inform contract and organisational improvements as well as individual staff development activity.

Robust data validation and analysis against key quality and performance indicators will highlight areas improvement. Systematic reporting and analysis of data through our performance management regime will drive achievement against targets.

Benchmarking and comparative data analysis will identify contract/business-wide trends to support identification and sharing of best practice.

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Monitoring of customer satisfaction through:

- intervention-specific questionnaires
- annual evaluation surveys
- face-to-face interviews
- online feedback form

Customer feedback will be reviewed and analysed and feed into Continuous Improvement Plans and Self - Assessment process. Contract wide trends will result in changes to systems and processes, introduction of new services, supply chain and partnership review, staff training etc. Feedback will be shared with stakeholders to inform wider improvements within the sector.

Annual self-assessment is at the heart of quality improvement and evaluation for all contracts. It is crucial that we undertake robust and honest reflections of performance and progress to build on our strengths and turn our areas for improvement into strengths. We will utilise the Ofsted Common Inspection Framework as the basis of our self-assessment to satisfy the requirements of Skills Funding Agency and other commissioners. Where a service is not subject to Ofsted inspection the team will produce a similar framework against which the contract is assessed, ensuring contractual requirements are met.

Continuous improvement plans will drive forward improvement activity as a result of self- assessment and will also encompass ongoing internal audit/external evaluation activity. Our organic, contract-specific Improvement Plans are key to Medex Group's Quality Assurance and will set out the time frame, monitoring milestones and action plans for all aspects of the business. Improvement Plans will be reviewed monthly and updated with progress.

Clear triggers to instigate formal improvement measures form part of Medex Group's staff and subcontractor performance management frameworks. Individual contracts may have their own variation depending upon commissioner requirements.

External evaluation relevant to our service delivery includes Ofsted inspection through lead providers we are funded by, ESFA financial assurance through funders direct audits.

Achievement of relevant quality standards including Matrix for Information Advice and Guidance service and as a business development tool.



Responsibilities

All staff have a responsibility to uphold the commitments in this policy. Specific responsibilities are as follows:

- Managing Director – overall responsibility for ensuring that sufficient resources are available to facilitate the effective implementation and maintenance of this policy.
- Quality Assurance Staff– responsibility for driving quality across Medex Group delivery to identify and minimise potential areas of risk, ensuring that all processes and procedures are in place to promote quality across the Company, continually review and assess our performance, be pro-active in improving the quality of the service that we offer.
- All employees/delivery staff – are responsible for following quality processes and procedures.

Monitoring & Review

Quality Assurance staff meet to review quality assurance outcomes, controls and processes within the business. This includes reviewing client feedback, audit reports, observation reports and continuous improvement plans. This policy will be reviewed annually.

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