What Quality looks like…

...and some questions to help you keep improving your service.

"Are you signed up to the Social Care Commitment"

"How are you planning to train staff"

"What is the impact of staff training on outcomes"

"How do you utilise staff, bearing in mind their differing strengths, experience and qualifications"

"How often do you meet as a team"

"Do staff know what is expected of them"

"Are staff involved in your self evaluation process"

"How effective are you at making changes"

"Do you recruit safely"

"Do you have a registered manager"

"Are outcomes clearly recorded, action plans developed and lessons learned"

"Are people aware of how to complain"

"Is care personalised"

"Do staff treat people with compassion, kindness, dignity & respect"

"Are people protected from abuse and harm"

West Berkshire COUNCIL