

**Capability
Scotland**

here for disabled people




**Quality
Improvement
Framework**

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Introduction



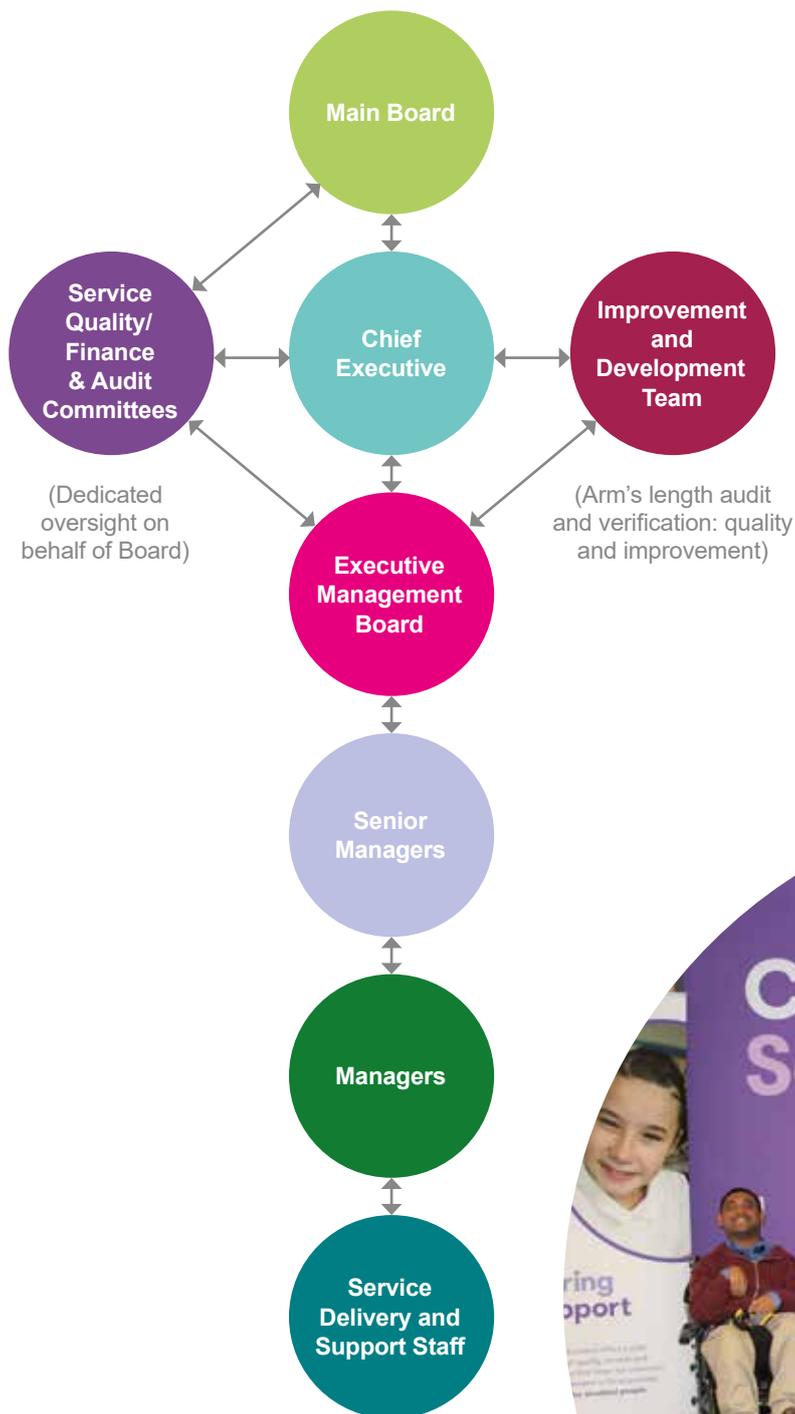
The Quality Improvement Framework (QIF) used by Capability Scotland is based upon the European Foundation for Quality Management Excellence Model and is informed by quality assurance models from the Care Inspectorate, Education Scotland, Scottish Social Services Council Codes of Practice and the National Health and Social Care Standards.

As part of corporate governance, the Service Quality Committee (SQC) and Finance and Audit Committee (FAC), sub-committees of the Main Board, review the QIF through quarterly meetings. The SQC reviews quality, achievements, trends and benchmarking, significant events, complaints and internal and external audit outcomes, whilst the FAC monitors financial performance and compliance with the General Data Protection Regulation. The organisation has established mechanisms to identify and review risks that are scrutinised on a weekly basis to identify any follow-up actions and escalations required, including Child and Adult Protection.



The Chief Executive is responsible for ensuring that there are structures and processes within the organisation to achieve and exceed compliance with regulatory and legislative standards and to meet the personal needs and outcomes of the people we support.

Executive responsibility for quality assurance, financial management, clinical governance, health and safety and the delivery of quality services is vested in members of the Executive Management Board. The chart below demonstrates Capability Scotland's structure and how it delivers quality through its leadership.



Quality Improvement Framework



The Quality Improvement Framework comprises a number of elements, which enables the organisation to assess how effective it is at meeting quality objectives; and to identify areas for improvement and to ensure that organisational governance and oversight are targeted and proportionate. Below are a number of examples:

- ▶ **Internal Audit** – An important aspect of objective organisational oversight. An annual programme of core audits is undertaken with the Improvement and Development Team providing guidance on the scope and approach used. Findings from the audits subsequently feed into Service Improvement and Development Plans.
- ▶ **External Financial Audit** – An important part of the audit is to provide reasonable assurance to the Board of Trustees and the Executive Management Board that the words and figures presented in the annual accounts have been prepared in accordance with Regulations. In addition, this undertaking provides funding partners, (such as Scottish Government and local Health and Social Care Partnerships), customers and pupils, parents and guardians, donors and staff confidence in the sustainability of Capability Scotland.
- ▶ **External Inspections and Assessments** – In the main these are undertaken by the Care Inspectorate and Education Scotland. A number of other external agencies also scrutinise Capability Scotland. These include; Office of the Scottish Charity Regulator (OSCR), Scottish Public Services Ombudsman (SPSO) and Scottish Social Services Council (SSSC).
- ▶ **Self-assessment** – An essential process to review the quality of enablers and results. This is also a requirement of the Care Inspectorate and Education Scotland for regulated services.
- ▶ **Organisational Policies, Procedures and Frameworks** – The organisation operates a wide range of policies, procedures and frameworks to ensure staff are clear on statutory and regulatory processes, health and safety and risk management. They also provide for consistency and guidance in day-to-day operational activities.
- ▶ **Improvement Review System (IRS)** – the mechanism used internally to record and monitor complaints, customer feedback and audit actions.
- ▶ **Quarterly Risk Monitoring Report** – This is used to identify risk and key underlying issues that may be either service-specific or indicative of an organisation-wide trend. Actions from this also inform Service Improvement and Development Plans.

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