

Job Description & Person Specification



Job Title Care Quality Supervisor	
Responsible to	Home Manager
Responsible for	N/A
Department/Location	Platters Farm Lodge
Date/ Version	April 2018, V1
Purpose of job	<p>To supervise the quality monitoring of of care services at Platters Farm Lodge and specifically to:</p> <ul style="list-style-type: none"> • Quality assure staff compliance with training, liaise with the SPF training department, undertake training courses and deliver required training. • Keep up to date PFL's quality assurance checklists and audits and communicate around them. • To be knowledgeable of care techniques, care principles and care regulations in order to be able to support staff and undertake investigations if required. • Become expertly knowledgeable of electronic care support systems including PCS and ATLAS and support and train colleagues in the use of same. • To supervise and support appropriate staff such as may be delegated by the Registered Manager. • Gather information that can be used to identify and implement practical, straightforward and affordable ways to improve the service so that incremental improvements in service quality are continuously made.
Key Responsibilities	<ol style="list-style-type: none"> 1. Monitor the quality of care received by residents and guests. 2. Monitor all care practices and their documentation, recording compliance and non-conformance. Specifically including but not limited to: Medication Audit; Comfort Audit, Environmental Check; Patch/Cream Alerts; Daily Fluid and Nutrition Intake Check; weekly CD review; Daily MAR Check; Incident Form Check; Weekly DOLS spreadsheet check; Complete Admission and Discharge Audits on all Care Plans completed in the previous 24 hours; Checking the Fire Folder for PEEPS and MARs; and Audit the Communication book content to make sure it cross references with guests' care plans. 3. Submit feedback to staff and management findings in a timely manner, with verbal feedback, daily reports and monthly reports, and prompt corrective interventions where required.

	<ol style="list-style-type: none"> 4. Attend and contribute to any meetings such as may be required by the Registered Manager. 5. Ensure that all guests have in place the necessary documentation and information required for Care workers to carry out their duties. 6. Observe good practices and report any concerning or unusual occurrence to the Home Management team as soon as possible. 7. Assist the Home Management team in ensuring that all quality standards, complaints and comments are dealt with in accordance with Foundation Policy & Procedures. 8. Ensure all carers are recording accurately and in accordance with the care plan to ensure real time information. 9. Check the quality of care plans and risk assessments and make or suggest improvements. 10. Observe medication rounds identifying areas of good practice and areas that require improvement. 11. Respond to situations where a concern/complaint has been reported as assist the Home Management team in any investigation.
Expectations	<ol style="list-style-type: none"> 1. Ensure all responsibilities and activities are consistent with the terms and spirit of SPF's policies. 2. Ensure the views and needs of our service users inform and guide your work wherever possible. 3. Adhere to professional standards and legislation in relation to CQC. 4. Adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring the Health and Safety of own and others at all times) and any other relevant law/legislation. 5. Develop positive relationships with colleagues and other key stakeholders. 6. Keep abreast of internal and external developments and respond accordingly 7. Attend and contribute to team, departmental and other relevant internal meetings, such as training, supervision and appraisal so that at all times this post, either directly or indirectly, provides the highest standard of care to people who use our services. 8. Attend and contribute to staff training and any other training identified as appropriate for the role. 9. Contribute to making SPF an environmentally friendly workplace. 10. Accept responsibility, show commitment and lead by example. 11. Promote a cohesive team approach, working collaboratively to ensure delivery of the highest quality care to our guests and to ensure that our colleagues are well supported to deliver that care.

Person Specification	
Essential Criteria	<ol style="list-style-type: none"> 1. Ability to clearly and appropriately communicate both orally and in written form with internal and external stakeholders. 2. Ability to work as part of a team and with other stakeholders in a collaborative and engaging way. 3. Demonstrable understanding and commitment to SPF's aims, values and objectives. 4. Commitment to your own continuing professional and personal development. 5. Excellent knowledge of CQC standards/legislation. 6. Understanding of MCA and DOLS. 7. Understanding of Safeguarding Processes. 8. Be flexible with working hours as some evening and weekend working may be required. 9. Level 3 Qualification in Health and Social Care or a Willingness to work towards it within 12 months of being in post. 10. Experience of auditing/working with quality systems to benchmark and identify good and poor practice. 11. Ability to work under pressure and in a fast moving environment.
Desirable Criteria	<ol style="list-style-type: none"> 1. Direct or indirect experience of disability or supporting those with disabilities. 2. Full clean drivers' license and the willingness to drive company vehicles when necessary.
Signed (Employee)	
Print Name	
Date	