



SPOT CHECK POLICY

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A spot check is an unannounced visit made by a supervisor to ensure that support staff are delivering the service agreed in a support plan to the standards required.

JRH Support uses spot checks to monitor and improve quality and safety of the services we provide.

JRH Support recognises that the completion of spot checks is only one tool to use in assuring the quality of its provision, and must be carefully managed. As an organization we try to communicate to staff that our practices are not based on lack of trust, but have a positive value as a supervision and training tool.

Purposes of spot checks

Spot checks serve to:

- Provide feedback to staff based on observations of their practice that they are meeting our expectations of them
- Correct any misunderstandings and mistakes that might be made
- Address any unsafe or poor practices that might be identified

Key questions

Spot checks will seek answers to questions such as:

Are support staff:

- Being reliable and punctual in their attendance?
- Treating the people who use our service (and others involved) with respect and sensitivity and meeting their needs to maintain their dignity and privacy?
- Relating well to the people who use our service and their informal carers?
- Adopting safe practices in all aspects of the care and support offered?
- Carrying out the tasks specified in the support plan correctly and appropriately?
- Keeping their recording accurate and up to date?

Are people who use our service (and others involved):

- Satisfied with the care arrangements and service provision in terms of its consistency, reliability and meeting expectations?
- Happy with their support workers in terms of their punctuality, presentation, and communication with them?
- Concern about any aspect of their support arrangements or have any complaints?
- Wanting any changes or improvements?

Procedures

When a manager completes a spot check they will:

- Identify who they are and why they are calling
- Indicate what they would like to do, and in what order and how long they are likely to stay
- Observe and interact with the support staff, offering feedback, guidance and discussion as appropriate to the situation
- Complete a spot check form

Paul Battershall
General Manager