

ASC Quality Assurance Framework December 2023

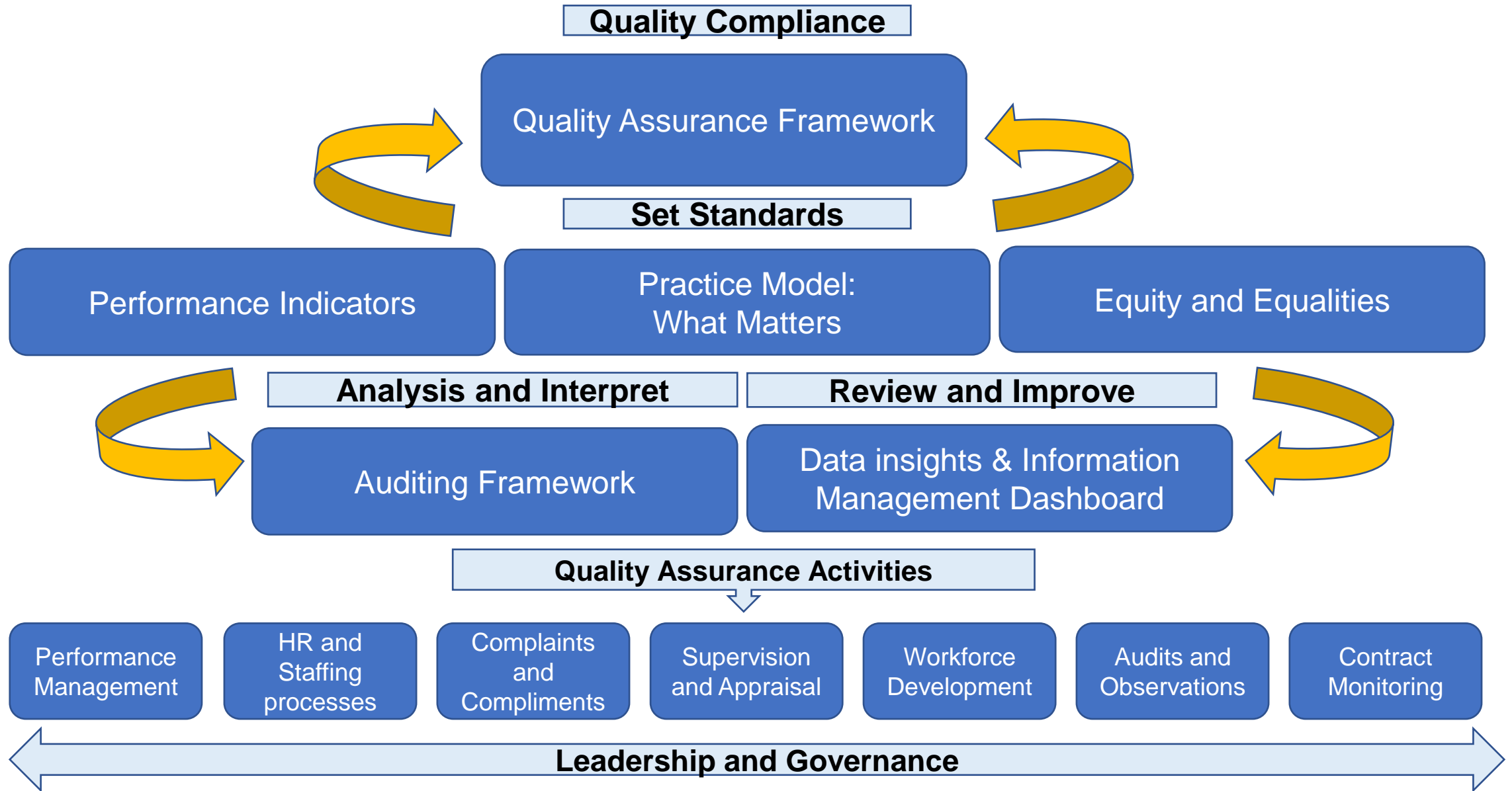


Purpose of a Quality Assurance Framework

The main outcomes of quality assurance are to enable managers and staff to:

- **measure outcomes** and consider whether practice and service delivery actively “**makes a difference**” to adults drawing on care and support, their carers and families
- understand and quantify the **impact of our What Matters approach** on people drawing on care and support and their families
- set appropriate **standards and benchmarks** and model excellence
- recognise the **strengths and weaknesses** in service provision and identify actions to **develop and improve** services
- **reflect critically on the quality of social care practice** and service provision
- encourage and inform **debate, discussion, and challenge** so the division can address issues, find solutions, and ultimately improve services and outcomes
- become a **learning organisation** where staff are aware of **expectations** and feel supported to work to a high standard of practice
- provide **ownership** for standards and a shared common purpose so that all staff know what is expected of them and can **take responsibility in relation to quality**
- Identify opportunities and risks in and feed into **commissioning delivery**

Quality Assurance Framework Structure



Quality Assurance Framework Overview

1. Values & Guiding Principles

Supporting People Connecting Communities

What Matters: The Camden Approach to Adult Social Care

Adult Social Care Outcomes

Equity and Equality

ASC Equalities Plan

Accountability Framework

2. Practice Learning & Development Cycle

Listening to People & Co-production

ASC Operations Auditing Framework

Quality Assurance within Adults' Commissioning Service

Quality Assurance within In-house Provider Services

Management Information, Insights & Data

Practice Oversight and Review

Leadership oversight & review

3. Leadership and Governance/Development

Quality Board

Training and Continued Professional Development

Service Planning and Development

Testimonials

Quality Assurance activity in ASC practice overview