

## Introduction

The internal quality audit process brings together information about the services each Services Manager is responsible for. It highlights what is working well and what could be better.

## The Audit Process

1. **Pre audit information** - The audit co-ordinator collects information from the quality monitoring databases (e.g. A&I reports), HR, Learning and Development and general feedback from the Area Manager.
2. **Paperwork Audit** – This part of the audit will take place in the local office and will review randomly selected service paperwork including the files for one or more people that we support, staff files and other service documents such as meeting minutes.
3. **Meeting with the Services Manager and Service Visit** The audit co-ordinator will then meet with the services manager to review the information gather so far and ask supplementary questions. They will then visit at least one service to review paperwork that could not be seen at the office.
4. **Quality Checkers Audit**- The practice element of the audit will be conducted by the quality checkers team, people who have experience of using a service, who will visit one or more of the services over seen by the Services Manager and talk to the people that live there.
5. **Completion of the audit report and recommendations** – Once all the audits have been completed, the audit co-ordinator brings together all the information and makes recommendations for service improvement. The completed report is the forwarded to the Services Manager and their Area Manager.
6. **Service Development Planning** – Once the report has been received it is the Services Manager's responsibility to draw up a services development plan, with support from their Area Manager for each of the services covered by the report.

## This Audit Report

This report includes the findings from the different audit parts it is divided into 6 sections<sup>1</sup>-

1. Service Planning and Delivery
2. Behaviour and Wellbeing of the people we support
3. Involvement of External People and Prevention of Isolation
4. Management and Leadership
5. Staff- Skills, Knowledge and Practice
6. Quality Checkers Findings (quality of support and care; the environment, and lifestyle)

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<sup>1</sup> The 6 section themes are from research into Early Indicators of Concern in Residential Support Services for People with Learning Disabilities - The *Abuse in Care* Project (Marsland et al 2012, Centre for Applied Research and Evaluation)



