

Our quality policy

Delta Care Ltd local office is registered with the Care Quality Commission (CQC), the independent body that regulates care provided in England. We are a preferred provider for Lancashire County Council Social Services and hold ISSO 9001 accreditation.

The CQC carries out regular and rigorous inspections of care providers and the outcomes of its inspections are shaped by priorities that include:

- making sure that care is centred on people's needs
- making sure that their care protects people's rights
- acting swiftly to eliminate poor quality care
- promoting high quality care.

Delta Care is privileged to provide personal care and support to people living in their own homes

As a responsible provider of community based services, we take seriously the importance of delivering great services through our dedicated care teams. At all times we strive to provide the best care we can. We have a number of ways that we assess quality and care standards.

Quality Assurance

Whilst we endeavour to obtain a broad range of information the focus is particularly on feedback from the service user or their representative

We seek feedback on how we:

- assess needs appropriately and how those needs are met
- address and minimise health, welfare and safety risks
- listen to feedback
- support, develop and maintain a high quality care team
- can incorporate new ideas and feedback into our service development

Importantly, we then spend a lot of time evaluating feedback in order to ensure continuous improvement in our services and staff.

Care Governance Strategy

Delta Care Ltd has established a Care Governance framework which ensures the organisation is accountable for continuously improving the quality of services and safeguarding high standards of care.

Put simply, every month our management teams present detailed reports on performance, ensuring we can:

- Plan our services effectively
- Recruit and train new and existing care workers to agreed requirements
- Provide the right resources to all our teams

- Ensure our services remain focussed, well planned and safely delivered