 **Promise Care Services Ltd**

**CLINICAL GOVERNANCE STATEMENT**

# Scope

* **Policy Statement**
* **The Policy**
* Risk Management
* Supporting Nurses in the Workplace
* Quality Improvement in Action
* Clinical Audit
* Placing Service Users Experience at the Heart of Health Care
* Staffing and Staff Management
* **Related Policies**
* **Related Guidance**
* **Training Statement**

# Policy Statement

This organisation embraces the concept that ‘clinical governance is a framework that helps all clinicians, including nurses, to continuously improve quality and safeguard standards of care, by creating an environment in which excellence in clinical care will flourish.

Clinical governance aims to integrate all the activities that impact service users’ care into one strategy. This involves:

* Improving the quality of information.
* Promoting collaboration, team working, and partnerships.
* Reducing variations in practice and implementing evidence-based practice.

The organisation recognises that clinical governance is an umbrella term for everything that helps maintain and improve high standards of service users’ care. It covers a whole range of quality improvement activities that many nurses are already undertaking, e.g. clinical audit and practice development. It also provides a framework to draw these activities together in a more co-ordinated way

The sections of this framework, therefore, are set out under the following key headings, which have been adopted from the Department of Health and Social Care reporting framework for clinical governance (DH, 2003):

* Risk management.
* Supporting nurses in the workplace.
* Quality improvement in action.
* Placing service users’ experience at the heart of health care.

# The Policy

# **Risk Management**

Risk management is about minimising risks to service users by:

* Identifying what can and does go wrong during care.
* Understanding the factors that influence this.
* Learning lessons from any adverse events.
* Ensuring action is taken to prevent a recurrence.
* Putting systems in place to reduce risks.
* Ensuring information works for you, recognising the importance of the flow of information in safeguarding service users.

# Supporting Nurses in the Workplace

Nursing staff caring for service users must have the knowledge and skills they need to do a good job. It is for that reason that they are given opportunities to update their skills to keep up with the latest developments, as well as learn new skills and work effectively with other visiting health professionals.

# Quality Improvement in Action

* Evidence-based care and effectiveness.
* Care for service users based on good-quality evidence from research.
* The National Institute for Health and Clinical Excellence (NICE) is responsible for providing national guidance on the promotion of good health and the prevention and treatment of ill health.
* Effective monitoring and auditing processes.

# Clinical Audit

A clinical audit is a way that healthcare professionals can measure the quality of the care they offer. It allows them to compare their performance against a standard to see how they are doing and identify opportunities for improvement. Changes can then be made, followed by further audits to see if these changes have been successful. As an organisation, we may be called upon from time to time to participate in national audits.

# Placing Service Users’ Experience at the Heart of Health Care

As an organisation, we want to offer the highest-quality care and recognise the importance of working with service users and carers. This includes gaining a better understanding of the priorities and concerns of those who use our services by involving them in our work, including our policy and planning.

We gain the views of service users and carers through our meetings and feedback. We also monitor the views of patients through complaints and compliments.

# Staffing and Staff Management

Staffing and staff management is vital to our ability to provide high-quality care. We need to have highly skilled staff, working in an efficient team and a well-supported environment.

Clinical Complaints Procedure

We aim to always promote early, local and prompt resolution, involving the complainant in deciding how their concerns are handled. Likewise, good complaint handling and continuous learning are endorsed throughout our Complaints Policy, promoting improvements in the quality and safety of services in the service and facilitating positive service user experiences. Where there is evidence of malpractice or a complaint is an event that requires notification, we will immediately notify the CQC, Safeguarding Authority and where applicable alert the police and professional body e.g. NMC.

# Related Policies

Business Contingency and Emergency Planning

Co-operating with other Providers

Good Governance

Meeting Needs

# Related Guidance

RCN Clinical Governance:

[https://www.rcn.org.uk](about:blank)

National Quality Boards

[https://www.england.nhs.uk/ourwork/part-rel/nqb/](about:blank)

NHS England Improvement Hub

[https://www.england.nhs.uk/improvement-hub/](about:blank)

# Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions. External courses are sourced as required.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

Next Review Date: May 2024