

Deafblind Scotland vision – “A society in which deafblind people have the permanent support and recognition necessary to be equal citizens”



## **Deafblind Scotland (DbS) Policy on Quality Assurance**

DbS including the Guide/communicator Service aims to:

- Ensure equal access for deafblind people
- Promote independence
- Provide stimulation
- Encourage integration into the community

### **What do we mean by quality?**

A service that fulfils the aims of the service and meets the needs of all the stakeholders; the members, the service user, the service funder, the service provider (DbS) and the guide/communicator.

### **Policy Statement**

DbS recognises the importance of quality assurance in relation to the charity including the Guide/Communicator Service and as such have adopted a code of practice, guidelines and a set of acceptable working practices.

**Deafblind Scotland's is currently reviewing an appropriate quality assurance model.**

### **Quality assurance measures**

#### ***Guide/communicators***

DbS will ensure that guide/communicators recognise the important of delivering a quality service to services users. All guide/communicators will be made aware of 'Quality Assurance' measures and 'Quality Assurance' will be a standing agenda item at each guide/communicator in-service training day.

DbS recognises that as lone workers guide/communicators require to be supervised on a regular basis and observations of practice arranged by trained senior guide/communicators who act to ensure the codes of practice, guidelines and acceptable working practices are implemented at all times. Guide/communicators are expected through supervision and reflective practice to identify areas of improvement. Guide/communicators will have opportunity at supervision and through Personal Professional Development to contribute to quality assurance.

#### ***Service Users***

Service-users will be made aware of what they can expect from guide/communicators in the Service User Information Pack. Service users will be encouraged to report any concerns, complaints (major or minor) regarding the services they receive. These will be treated in strict confidence.

***Service Provider***

Guide/communicators will be expected to provide weekly written and verbal reports regarding service provision. These reports will be reviewed weekly by the Guide/communicator Service staff team.

Guide/communicators will be encouraged to suggest improvements and these will be logged by the line manager for further discussion.

***Service Funder***

Whilst it is important to remember the guide/communicator service is based on the BSL interpreting model thereby necessitating confidentiality the service funder will:

- receive an annual report (or as service level agreement requires) detailing hours provided and where applicable, objectives achieved with service-users.
- receive a report on any formal complaints made by service-users
- will be able on request to access information pertaining to the service they fund.