

Unit 28: Managing Quality in Health and Social Care

Learning hours: 60

NQF level 4: BTEC Higher National – H2

Description of unit

This unit explores how quality relates to health and social care services. Different concepts and perspectives of quality will be examined as well as the links between the principles of good practice, models of quality and the delivery of quality services. Learners will be introduced to different methods of assessing quality and how these may be applied to health and social care contexts to develop strategies for developing and implementing quality systems. Through a specific example of a health or care service, learners will critically evaluate how systems, policies and procedures influence the quality of the service and will make justified recommendations for improving quality.

Summary of learning outcomes

To achieve this unit a learner must:

- 1 Analyse **different concepts of quality** in relation to health and social care
- 2 Explore **strategies for achieving quality** in health and social care services
- 3 Critically evaluate systems, policies and procedures in a specific health or social care service in relation to achieving **quality systems**.

Content

1 Different concepts of quality

Stakeholders: service users, friends and family; carers, professionals, managers, support workers; partners, funding agencies

Models of quality: quality cycles, continuous improvement, total quality management, quality standards

External agencies: eg Sector Skills Councils, Centres of Excellence, SCIE, NICE, National Care Standards Commission, government departments, local authorities

2 Strategies for achieving quality

Standards: minimum standards, best practice, benchmarks, performance indicators, charters, codes of practice, legislation; local, national, European

Implementing quality: planning, policies and procedures, target setting, audit, monitoring, review; resources (financial, equipment, personnel, accommodation), communication, information, adapting to change

Established quality systems: eg ISO 9000 series, Investors in People, Charter Mark, Business Excellence Model, European Quality Mark and other specialist standards eg Positive about Disabled People

Impact: on meeting needs of individuals, resources, training, communication, health and safety

Barriers: external (interagency interactions, legislation, social policy), internal (risks, resources, organisational structures, interactions between people)

3 Quality systems

Service(s): whole service (eg chiropody service, dental service) or an aspect of service within an organisation (eg catering, maintenance, clinical care, personal care)

Factors that influence: interactions with individuals, team, agencies etc; legislation, technology, resources, culture

Recommendations: eg audit, standards, review, training/education etc

Outcomes and assessment criteria

Outcomes	Assessment criteria for pass To achieve each outcome a learner must demonstrate the ability to:
1 Analyse different concepts of quality in relation to health and social care	<ul style="list-style-type: none"> • describe quality from the perspectives of a range of stakeholders in health and social care • explain different models of quality • analyse the relationship between quality and the principles of care • evaluate the role of external agencies in setting standards
2 Explore strategies for achieving quality in health and social care services	<ul style="list-style-type: none"> • describe a range of standards for measuring quality • evaluate different approaches to implementing quality systems • analyse the value of established quality systems to health and social care settings • discuss the impact of quality systems on service users, care workers and other stakeholders • analyse potential barriers to delivery of quality health and social care services
3 Critically evaluate systems, policies and procedures in a specific health or social care service in relation to achieving quality systems	<ul style="list-style-type: none"> • critically evaluate the effectiveness of systems, policies and procedures used in a specific setting in achieving quality in the service(s) offered • analyse other factors that influence the achievement of quality in the service(s) chosen • justify recommendations for actions to effect improvements in the quality of the service(s)

Guidance

Delivery

Learners will benefit from opportunities for in-class discussions to exchange ideas and experiences. Review of a range of policies used in different settings and with different service user groups etc will be helpful as will discussion of different case studies. Participation in quality processes as a customer (eg perception surveys) would be useful for gaining insight.

Learners should be aware of the criteria and processes for meeting recognised quality standards and external speakers from eg a human resource department could be beneficial for this.

Assessment

Assessment will be through an assignment. For outcome 3, use of an authentic health or social care setting is ideal, although if this is not appropriate for the learner's role and responsibilities or there are concerns about access to a particular setting, a simulated scenario with appropriate supporting documents (policies etc) may be used. Learners should consult with the tutor about the aspect of service chosen to ensure that there will be sufficient evidence to meet the assessment criteria fully.

Links

This unit links to the following units in the programme:

- *Unit 1: Communicating in Health and Social Care*
- *Unit 2: Principles of Practice*
- *Unit 3: Ensuring Health and Safety.*

There are also links with the Management Level 4 National Occupational Standards Unit 50: Improve Organisational Performance.

Links may be drawn to the Level 4 S/NVQ in Care units SC18: Plan and Agree Source Responses Which Meet Individuals' Identified Needs and Circumstances.

Resources

Access to a range of policy and procedure documents from different health and social care settings would provide a useful resource for the unit. Information about local standards and targets should be accessible. Annual reports from local health and social care services eg local NHS Trusts, local authorities, voluntary agencies etc may also be useful.

Support materials

Textbooks

Tutors should be aware that textbooks are frequently updated and that they should use the latest editions where available.

Bean J and Hussey L — *Quality in the Public Sector* (HB Publications, 1998)
ISBN: 1899448063

Parsley K and Corrigan P — *Quality Improvement in Health Care: Putting Evidence Into Practice, 2nd Edition* (Nelson Thornes, 1999) ISBN: 0748733558

Textbooks on business management usually have sections exploring quality.

Magazines, journals and other publications

Care and Health Magazine
Community Care
Health Service Journal
Management Today
NHS Magazine
Nursing Times

Websites

Learners should be encouraged to consult a wide range of commercial websites to support the evidence they develop for this unit. Websites from academic institutions specialising in health and social care management may be useful eg www.york.ac.uk.

Websites of voluntary organisations may also be useful.

Web pages provide access to a further range of internet information sources. Learners must use this resource with care, justifying the use of information gathered.

www.ccwales.org.uk	Care Council Wales
www.dh.gov.uk	Department of Health
www.dwp.gov.uk	Department of Work and Pensions
www.nissc.info	Northern Ireland Social Care Council
www.scie.org.uk	Social Care Institute for Excellence
www.topssengland.org.uk Care)	Topss England (Nation Training Organisation for Social

