

Quality Policy Notice

It is the policy of **Focus Care Link** to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

“Focus Care Link thinks that having the highest-quality care is an absolute right of every service user. The continuing aim of Focus Care Link is to provide a professional and efficient service to meet everyone’s needs and requirements and to achieve satisfactory outcomes for each person. Focus Care Link’s long-term goal is to obtain the highest possible level of satisfaction from service users and relatives. Everyone receiving the services of Focus Care Link should:

1. Expect the highest-quality care possible.
2. Be given a say in the running of Focus Care Link.
3. Be free to complain about any aspect of the running of Focus Care Link and to have their complaints welcomed and acted upon promptly. All complaints are responded to in accordance with Focus Care Link established complaints procedure.
4. Be told about Care Quality Commission inspections and should be given unrestricted and private access to inspectors during inspections.”

It is the policy of Focus Care Link to:

- strive to satisfy the requirements of all our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Sherrie Naili

Managing Director

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