

...e we provide services to have a good quality of  
...l to live independent and active lives within



**As with other care providers, we are regulated with the Care Quality Commission who monitor our care services and ensure they meet outcomes for the people who use them.**

The results from our last inspection are shown on our website and on posters in individual services.

We have also developed our own quality systems to reflect and exceed the requirements of our regulators.

Our Quality and Compliance team work with our operational team to ensure that our services meet the high standards we all expect. This includes regular checks and audits within our services. Central to this is talking to the people who use services, families and carers and getting feedback about the services we offer.

On an annual basis we will undertake a customer satisfaction survey in all services. We will display the results in posters and talk to customers about how we use the results to improve further.

We are signed up the National Care Forum (NCF) Quality First commitment and have other quality accreditations across different services. A number of our services have Eden Accreditation while our learning disability services are signed to "Driving Up Quality". A number of our dementia services are signed up to the Dementia Action Alliance.

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