



Everyturn's Quality & Safety Framework

Keeping people safe and providing high-quality care



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Building quality and safety capacity, capability, leadership, and infrastructure at Everyturn to be best-in-class at learning, growing, and delivering high quality-care to people of all ages.

Our quality statement

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The framework and its 8 objectives

Quality assurance

Ensure we have the right assurance processes in place to identify and mitigate risks in a timely way

1. We'll develop robust risk management processes to improve risk escalation and oversight.
2. We'll develop our quality systems and processes, aligned with national standards, to improve access to data and information for colleagues.

Quality planning

Ensure we have the right foundation for quality

3. We'll promote a 'just and learning culture' that's safe, compassionate, connected, and co-produced with colleagues and the people we support.
4. We'll develop training to improve communication and the skills of our people, to support our ambition as a growing organisation.

Quality improvement

Ensure we continue to improve our standards as a growing organisation

5. We'll embed clear clinical effectiveness arrangements and policies to set Everyturn's standards for best practice.
6. We'll develop a quality strategy to continuously improve our services.

Quality control

Ensure we hold ourselves accountable to deliver outstanding care every time

7. We'll review our Quality Governance Framework to improve oversight, monitoring, and accountability.
8. We'll continue our journey to excellence, continuously improving our standards to include external regulators such as Care Quality Commission, Health and Safety Executive, and Information Commissioner's Office.

Our quality & safety outcomes by 2027



Safety

Delivering care in a way that reduces the risk of things going wrong

Some of the outcomes we're looking for:

- Safety is important to us and we're constantly improving.
- Our systems promote honesty and learning.
- We celebrate outstanding health and care.
- We find risks and put things right.
- We think about how inequality impacts on safety.
- Colleagues know they can raise concerns.
- Concerns are looked in to and we learn from them.



Leadership

Accountable and compassionate with shared vision, values, and learning

Some of the outcomes we're looking for:

- All colleagues understand their role in delivering high-quality care.
- Our leaders are inclusive and know the context of our services.
- Our leaders involve other care professionals in our decisions.
- We recruit leaders in an open, fair, and inclusive way.
- We have leadership strategies and development opportunities across Everyturn.



Clinical effectiveness

Giving the right care, at the right time, in the right place

Some of the outcomes we're looking for:

- We analyse data and information to make sure quality of care is high.
- Measurable quality outcomes inform our decisions.
- We think about the things that affect health inequalities, which often lead to poorer outcomes.
- Our policies are robust and in line with national standards.
- Our risk management processes improve our risk escalation and oversight.



Positive experiences

The people we support and their carers inform all of our work

Some of the outcomes we're looking for:

- We make it easy for people to feed back about their care.
- We involve people in decisions about their care.
- We empower people to make informed choices.
- We work with people who have lived experience to design our services.
- We listen to people who are most likely to have poorer experiences, outcomes, or results.

We'll do this by...

Developing robust risk management processes and developing our quality systems and processes to improve access to data and information for colleagues.

Embedding clear clinical effectiveness policies to set Everyturn's standards for best practice, and developing a quality strategy to continuously improve our services.

Co-producing a 'just and learning culture' that's safe, compassionate, and developing training to improve communication and the skills of our people.

Reviewing our Quality Governance Framework to improve oversight, monitoring, and accountability, and we'll continuously improve our standards to include external regulators.

Our quality & safety framework roadmap

Our path to becoming a transparent, psychologically safe, compliant, and learning organisation

