



Autism at Kingwood  
Business Management System  
ISO 9001:2015

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## 1. INTRODUCTION

This document is the Business Management Manual (the Manual) of Autism at Kingwood Limited and for the purpose of this manual will be referred to as Autism at Kingwood.

The Manual is the property of Autism at Kingwood and is a controlled document.

The purpose of the Manual is to provide an overview of Autism at Kingwood, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015 and any standard which adopts the Annex SL structure

### 1.1 THE ISSUE STATUS

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Manual.

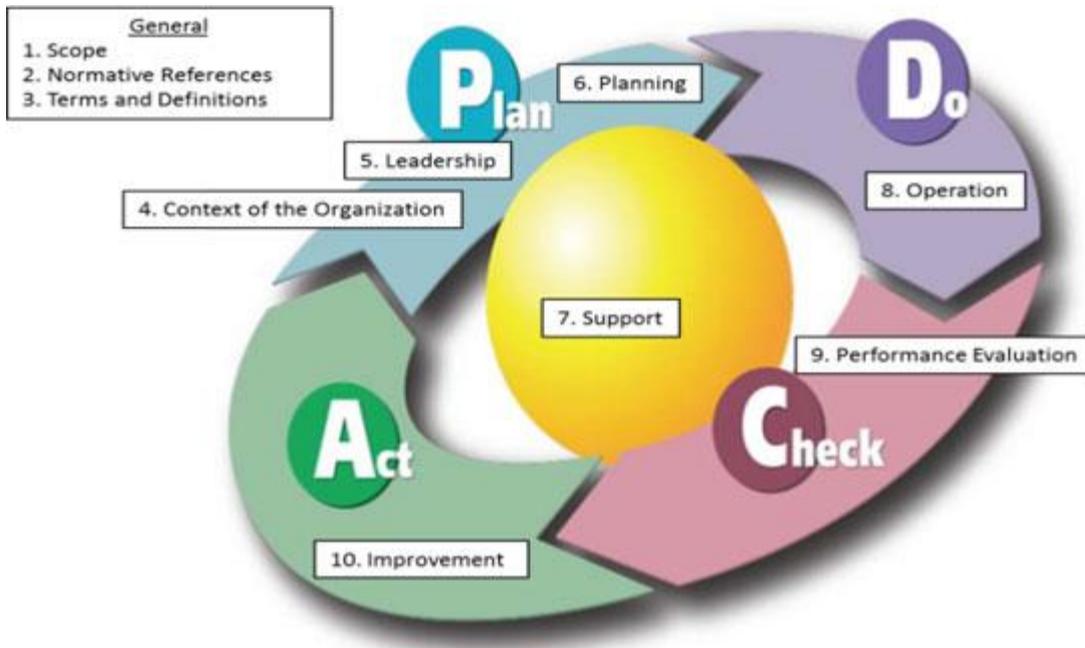
When any part of this Manual is amended, a record is made in the Amendment Log shown below.

The Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Manual is only valid on day of printing.

Issue	Issue Date	Additions/Alterations	Initials
1.01	23/6/17	Business Management Manual First Authorised Issue	ES

1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015



### 1.3 QUALITY POLICY

Autism at Kingwood's vision is that 'Adults with autistic spectrum disorder will be valued by and contribute to society'. In line with that vision, we recognise the responsibility we have to deliver high quality services. Our aim is provide the right support and services to meet the individual needs of the people we support ensuring effectiveness and value.

Services are monitored in a number of ways, not least of all by listening to the people we support, their families and our commissioners.

Every employee in the organisation, regardless of role, has a responsibility to make sure we deliver quality services to people with autism.

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives. The company's Quality Manual defines our quality objectives and key procedures.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

To 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;

To provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;

To 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.

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.

CEO: Kate Allen (To be signed and dated annually)

## 2. OVERVIEW OF THE ORGANISATION

Autism at Kingwood works people with autism and learning disability who live in their own homes or with their families in Oxfordshire, Berkshire, Buckinghamshire and Hampshire. Autism at Kingwood is a charity which is not for profit. It was set up in 1994 by Dame Stephanie Shirley and her husband Derek Shirley, the parents of a young man with autism.

As a registered charity, Autism at Kingwood is able to approach grant making bodies for additional funds and this enables Autism at Kingwood to support and extend services and activities over and above what local authorities are able to pay for. Autism at Kingwood is a small charity with an annual turnover of almost £5 million. The Chief Executive (CEO) is accountable to the Board for delivery and monitoring service quality, with day-to-day management led by the Chief Operations Officer (COO).

### **Social Care Regulator**

Autism at Kingwood is registered with the Care Quality Commission (CQC) to provide two types of support; Accommodation for persons who require [nursing or] personal care at White Barn, Registered Care Home and personal care by way of Domiciliary Care provision in the homes of adults with autism and/or learning disability.

The White Barn registered manager is located onsite at 45a Cressingham Road, Reading and their time is predominantly spent on activities associated with managing the registered care home. On rare occasion they may be asked to assist with management cover and support in other Autism at Kingwood services.

The Domiciliary Care registered manager is located onsite at 2 Chalfont Court, Lower Earley and their time is entirely spent on activities overseeing the provision of domiciliary care and supported living services within the organisation.

### **Service Provision**

Autism at Kingwood is a quality service provider with a specialist understanding of the needs of the people we support with autism and/or a learning disability. We support people with autism within their communities and to live as independently as possible in their own homes, be that living with parents, shared accommodation or alone.

We work intensively with people we support to ensure that we listen to and hear their aspirations and then to plan and deliver support that ensures these are met. Autism at Kingwood delivers its services through a well-trained, professional and diverse workforce whose skills are constantly refreshed and updated.

The quality of our work is heavily dependent on the staff we employ:

- We make sure that we recruit people who have an understanding of disabilities and have the right kind of values and experience.

- We have a comprehensive induction programme which emphasises our ethos and commitment to people with autism. There is also an on-going staff training programme, with input from the people we support.
- We carry out regular reviews of staff performance.
- We involve the people we support in the recruitment of staff.

### **Customer Involvement**

Autism at Kingwood's view is that the experiences of the people we support are essential to designing and delivering services:

- We invite people we support to take part in the recruitment of new staff, including sitting on interview panels.
- We involve people we support in the delivery of training to staff.
- We set up working parties to involve the people we support in developing service user guides.
- In shared accommodation services, regular house meetings are encouraged to provide an opportunity for co-tenants to share issues and concerns.
- We hold regular meetings for the people we support and their families to come together and present us with feedback on our performance.
- We regularly investigate people's views about our services, including sending out an annual "satisfaction" survey to the people we support and their families.

### **3. QUALITY OBJECTIVES**

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.

- We will endeavour to deliver our services according to the needs of people we support.
- We will endeavour to deliver our services on time.
- We will endeavour to deliver a cost effective service to our commissioners.
- We will endeavour to make a surplus return on our service provision in order to fund ongoing development and growth.
- We will conduct our business in an ethical and professional manner
- Should we make a mistake, we will admit it and rectify the situation as quickly as possible.
- Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

These quality objectives underpin the organisation's strategic objectives, which are as follows;

Our strategic objectives for the next three years are:

## Objectives: Strategy 2017 to 2020

### - Strategic objective 1

To deliver high quality service provision that meets the changing needs of people we support and is Safe, Caring, Responsive, Effective and Well-Led. Embedding the Kingwood Approach model of support with consideration to emerging best practice within the sector.

### - Strategic objective 2

To be economically viable with a forecast for on-going financial stability.

### - Strategic objective 3

To strengthen further our reputation and widen the geographical area of service provision.

### - Strategic objective 4

To develop a wider range of meaningful development and leisure activities, including employment, through fundraising and the research and development fund; offering opportunities to people we support.

### - Strategic objective 5

To increase the provision of housing and accommodation options to meet the needs of people with autism, and to further the broader objectives of the organisation.

### - Strategic objective 6

To contribute to the evidence base about support for people with autism and to National policy.

## 4. CONTEXT OF THE ORGANISATION

### 4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

Health & Social Care Law	
Care Act 2014	<a href="http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted">http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted</a>
Health & Social Care Act 2012 (Regulated Activities) Regulations 2014	<a href="http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted">http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted</a>
Mental Capacity Act 2005	<a href="http://www.legislation.gov.uk/ukpga/2005/9/contents">http://www.legislation.gov.uk/ukpga/2005/9/contents</a>
Autism Act 2009	<a href="http://www.legislation.gov.uk/ukpga/2009/15/contents">www.legislation.gov.uk/ukpga/2009/15/contents</a>
National Health Service (NHS) and Community Care Act 1990	<a href="http://www.legislation.gov.uk/ukpga/1990/19/contents">http://www.legislation.gov.uk/ukpga/1990/19/contents</a>
Safeguarding Vulnerable Groups Act 2006	<a href="http://www.legislation.gov.uk/ukpga/2006/47/contents">www.legislation.gov.uk/ukpga/2006/47/contents</a>

<b><u>Business/Charity Law</u></b>	
Charity Commission	<a href="https://www.gov.uk/government/organisations/charity-commission">https://www.gov.uk/government/organisations/charity-commission</a>
National Working and Living Wage	<a href="https://www.gov.uk/government/publications/national-living-wage-nlw/national-living-wage-nlw">https://www.gov.uk/government/publications/national-living-wage-nlw/national-living-wage-nlw</a>
Data Protection Act 1998	<a href="http://www.legislation.gov.uk/ukpga/1998/29/contents">http://www.legislation.gov.uk/ukpga/1998/29/contents</a>
* to be replaced by the General Data Protection Regulations (May 18)	<a href="https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/">https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/</a>
<b><u>Employment Law</u></b>	
Human Rights Act 1998	<a href="http://www.legislation.gov.uk/ukpga/1998/42/contents">http://www.legislation.gov.uk/ukpga/1998/42/contents</a>
Equality Act 2010	<a href="http://www.legislation.gov.uk/ukpga/2010/15/contents">http://www.legislation.gov.uk/ukpga/2010/15/contents</a>
Employment Rights Act 1996	<a href="http://www.legislation.gov.uk/ukpga/1996/18/contents">www.legislation.gov.uk/ukpga/1996/18/contents</a>
Employment Relations Act 1999	<a href="http://www.legislation.gov.uk/ukpga/1999/26/contents">www.legislation.gov.uk/ukpga/1999/26/contents</a>
Employment Act 2002	<a href="http://www.legislation.gov.uk/ukpga/2002/22/contents">http://www.legislation.gov.uk/ukpga/2002/22/contents</a>
Work and Families Act 2006	<a href="http://www.legislation.gov.uk/ukpga/2006/18/contents">www.legislation.gov.uk/ukpga/2006/18/contents</a>
Children and Families Act 2014	<a href="http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted">http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted</a>
Transfer of Undertakings (Protection of Employment) Regulations 2006	<a href="http://www.legislation.gov.uk/uksi/2006/246/contents/made">http://www.legislation.gov.uk/uksi/2006/246/contents/made</a>
<b><u>Health &amp; Safety Law</u></b>	
Health and Safety at Work Act 1974	<a href="http://www.hse.gov.uk">http://www.hse.gov.uk</a>
Management of Health and Safety at work regulations 1999	<a href="http://www.hse.gov.uk">http://www.hse.gov.uk</a>
Manual Handling Operations regulations 1992	<a href="http://www.legislation.gov.uk/uksi/1992/2793/contents/made">http://www.legislation.gov.uk/uksi/1992/2793/contents/made</a>
The Health and Safety ( Display Screen Equipment) regulations 1992	<a href="http://www.legislation.gov.uk/uksi/1992/2792/contents/made">www.legislation.gov.uk/uksi/1992/2792/contents/made</a>
Work place Health and Safety and Welfare regulations 1992	<a href="http://www.legislation.gov.uk/uksi/1992/3004/contents/made">http://www.legislation.gov.uk/uksi/1992/3004/contents/made</a>
Control of Legionellosis Approved code of practice	
The Personal Protective Equipment (PPE) regulations 1992	<a href="http://www.legislation.gov.uk/uksi/1992/2966/contents/made">http://www.legislation.gov.uk/uksi/1992/2966/contents/made</a>
The Regulatory Reform (Fire Safety order 2005 Fire (Scotland) Act 2005, supported by the Fire Safety (Scotland) Regulations 2006.	<a href="http://www.legislation.gov.uk/uksi/2005/1541/pdfs/uksi_20051541_en.pdf">http://www.legislation.gov.uk/uksi/2005/1541/pdfs/uksi_20051541_en.pdf</a>

Lifting Operations and Lifting Equipment regulations 1998 ( LOLER)	<a href="http://www.legislation.gov.uk/uksi/1998/2307/made/data.pdf">http://www.legislation.gov.uk/uksi/1998/2307/made/data.pdf</a>
Reporting of Injuries Diseases and Dangerous Occurrences Regulation 2013 (RIDDOR)	<a href="http://www.legislation.gov.uk/uksi/2013/1471/contents/made">www.legislation.gov.uk/uksi/2013/1471/contents/made</a>
The Smoke free( Premises and Enforcement) Regulations 2006	<a href="http://www.legislation.gov.uk/uksi/2006/3368/contents/made">http://www.legislation.gov.uk/uksi/2006/3368/contents/made</a>
The Gas Safety (Installation and use)1998	<a href="http://www.legislation.gov.uk/uksi/1998/2451/contents/made">www.legislation.gov.uk/uksi/1998/2451/contents/made</a>
Electricity at work regulations 1989	<a href="http://www.legislation.gov.uk/uksi/1989/635/contents/made">www.legislation.gov.uk/uksi/1989/635/contents/made</a>
Safety Representative and safety committees regulations 1977 and The Health and Safety ( Consultation with Employees) regulations 1996	<a href="http://www.hse.gov.uk">http://www.hse.gov.uk</a>
Health and Safety Information for employees regulations 1989	<a href="http://www.hse.gov.uk">http://www.hse.gov.uk</a>
Health and Safety (First Aid ) Regulations 1981	<a href="http://www.legislation.gov.uk/uksi/1981/917/made">www.legislation.gov.uk/uksi/1981/917/made</a>
Control of Substances Hazardous to Health regulations 2002	<a href="http://www.hmso.gov.uk">http://www.hmso.gov.uk</a>
Fire Safety Risk Assessment: Residential Care Services	<a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14885/fsra-residential-care.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14885/fsra-residential-care.pdf</a>
The Food Safety Act 1990. Food Safety \ Act 1990 and the Food Hygiene (England) Regulations	<a href="http://www.legislation.gov.uk/ukpga/1990/16/contents">http://www.legislation.gov.uk/ukpga/1990/16/contents</a>
Revised Infection Control – code of conduct	<a href="..\Legislation and Gvt guidelines\Revised Infection Control July 15 Code_of_practice_280715_acc.pdf">..\Legislation and Gvt guidelines\Revised Infection Control July 15 Code_of_practice_280715_acc.pdf</a>

Autism at Kingwood evaluates each piece of legislation against the working practices of the organisation, policies are updated to reflect any changes needed, training is under continuous review in response to any legislative updates. Changes to policies are submitted to the relevant sub-comities for review by the trustees. The risk register will be updated accordingly as would the HR or Business Plan. Autism at Kingwood take external advice on HR and Legal matters to maintain good working practices. Kingwood also attend update meetings from CQC and the Charity Commission to ensure that Autism at Kingwood is fully compliant with any upcoming changes.

Staff checking compliance will review the legislation thoroughly against the current policies, a new policy will be created if necessary or updates to an existing policy will be made in order to comply. The staff will if needs be consult external advisors to ensure all policies reflect the best practices.

#### 4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Trustees	<ul style="list-style-type: none"> <li>• Trustees must ensure that the income and property of the Charity are applied for the purposes set out in the Charity’s governing document and in its Mission Statement. Autism at Kingwood’s Mission Statement is: ‘To pioneer best practice which acknowledges and promotes the potential of people with autistic spectrum disorder. To disseminate this practice and influence the national agenda.’</li> <li>• Trustees remain legally responsible and must supervise and control the work of the officers.</li> <li>• Trustees must exercise control over the Charity’s financial affairs. They have a legal requirement to keep accounting records and send an annual report and accounts to the Charity Commission.</li> <li>• Trustees must ensure that fund-raising is properly carried out and all money collected is accounted for.</li> <li>• Trustees are accountable for their decisions to the public, (because the Trust receives taxpayers’ money), to the Charity’s funders and to the service users.</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Ensure the charity remains financially stable</li> <li>• Ensure that the People We Support are supported in a safe and appropriate manner in accordance with current legislations.</li> <li>• To conduct research programmes that will enrich the lives of the people we support or promote best practice within the field.</li> <li>• The company has a designated Quality Representative who is responsible for the maintenance and review of the Quality Management System.</li> <li>• That the ongoing activities of Autism at Kingwood are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.</li> <li>• Measurement of our performance against our declared Quality Objectives.</li> <li>• Employees have the necessary training, skills and equipment to effectively carry out their work.</li> <li>• Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.</li> </ul>

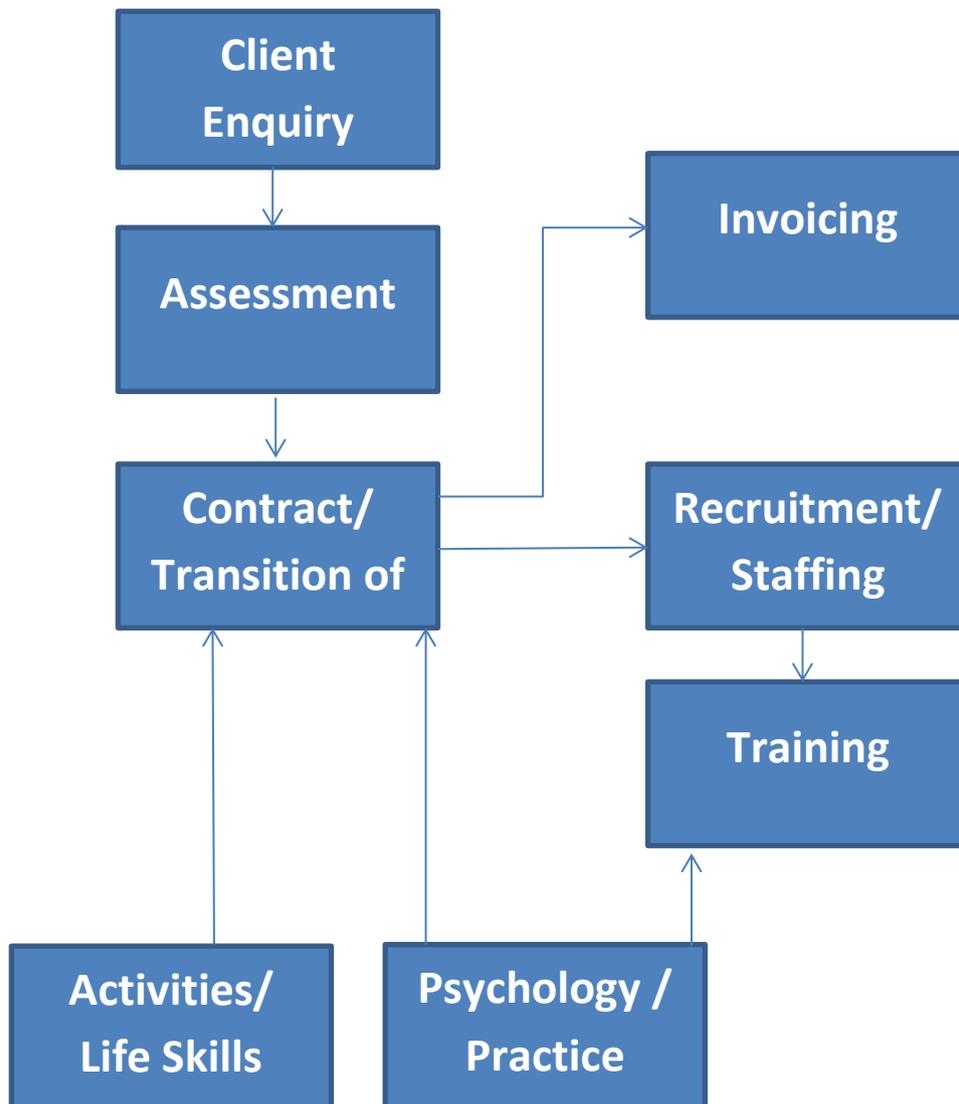
	<ul style="list-style-type: none"> <li>Quality Objectives are reviewed, and if necessary amended, at regular Review meetings and the performance communicated to all staff</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Adhere to best working practices</li> <li>Have tools and training to competently do tasks given</li> <li>Are provided with a good working environment</li> <li>Are provided job security and satisfaction</li> </ul>
People we Support	<ul style="list-style-type: none"> <li>Provided with appropriate person centred care based on their needs</li> <li>Able to communicate their needs and desires with the staff</li> <li>Helped to maintain their accommodation and helped with other daily activities if needed.</li> <li>Provided with the opportunities for appropriate activities.</li> </ul>
Families of People We Support	<ul style="list-style-type: none"> <li>Reassurance that the person we support is well looked after and has opportunities for development</li> <li>Enablement of People We Support to visit or keep in touch with families.</li> </ul>
Contractors: Local Authorities	<ul style="list-style-type: none"> <li>Ensure that Autism at Kingwood is providing good value support for the client group.</li> <li>Ensuring that Autism at Kingwood is adhering to all relevant legislation.</li> </ul>
External Providers	<ul style="list-style-type: none"> <li>Prompt Payment systems, quality products supplied</li> </ul>
Accountants	<ul style="list-style-type: none"> <li>Require accurate financial information for annual audit and preparation of statutory accounts</li> </ul>
Regulatory Bodies	<ul style="list-style-type: none"> <li>Dictate changes to legislation that impact on the management and operating procedures of the company</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>Tendering competitions and staffing. Poor results in the sector can impact on public perception of care providers.</li> </ul>

### 4.3 Determining the scope of the quality management system

Autism at Kingwood provides support to adults with Autism and Aspergers Syndrome within Berkshire, Buckinghamshire, Hampshire and Oxfordshire in accordance with legislations set out by the Care Quality Commission, Charities Commission, commissioning authorities and the relevant government legislation as stipulated in 4.1.

#### 4.4 Quality Management system and its processes

The Chief Operating Officer is responsible for the planning and delivery of its services. We work closely with all individuals and involved parties to ensure a successful transition of support. We have a flow chart of illustrate the interaction of our core business processes, as shown below:



## 5 LEADERSHIP

### 5.1 Leadership & Commitment

Autism at Kingwoods Management Team are committed to the development and implementation of a Quality Policy and the Quality Management System which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated senior Management Representatives will ensure that Autism at Kingwoods staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving Autism at Kingwoods Quality Policy and Objectives which are aligned with the current business plan.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

#### 5.1.1 Leadership and commitment for the quality management system

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of all aspects of the support provided by Autism at Kingwood are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The BMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

#### 5.1.2 People we Support Focus

- The People We Support requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect services and the ability to enable the best support possible for everyone are determined and addressed
- The focus on consistently providing services that meet the people we supports needs and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained

## 5.2 Quality Policy

The Quality Policy of Autism at Kingwood is located within section 1.3 of this Manual – Quality Policy.

## 5.3 Organisational roles, responsibilities and authorities

Autism at Kingwood has an organisation chart in place (See appendix 1), employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

## 6 Planning for the Quality Management System

### 6.1 Actions to address risk and opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities for improvement in the support that are relevant to our Business Management system. The Risk Matrix document is separate to this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

The Risk Matrix document is reviewed frequently by the Senior Management Team and Risk and Care Subcommittee to ensure the effectiveness of the actions have been fulfilled.

Please see below document as demonstration:-

[Risk Matrix](#)

### 6.2 Quality Objectives and planning to achieve them

The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

### 6.3 Planning of Changes

The Senior Management Team of Autism at Kingwood identify any potential changes, this is then delegated to a responsible person as a “project manager”.

He or she will conduct a project plan to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources

- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

Please see below document as demonstration:

[Planning of changes](#)

## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

The CEO and COO with support from the Trustees determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers
- Planning for future capacity demands

#### **7.1.2 People**

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the quality management system.

#### **7.1.3 Infrastructure**

All of our administration is conducted at our Head Office. This includes but is not limited to :-

- Management of financial matters
- Handling of client records
- Personnel records

In terms of equipment used to deliver our service, asset registers and maintenance records are kept for the following:

- Office Space (200m<sup>2</sup>)
- Utilities
- Hardware / software
- Technology
- Vehicles

#### **7.1.4 Environment for the operation of processes**

Autism at Kingwood environment consists of 200m<sup>2</sup> office space with electronic heating controls. There is no HVAC system in place. The office consists primarily of 22 members of staff. There is a training room that can hold up to 20 persons, other staff members, People we support, related parties all visit the office with regularity.

All management have undergone DSE assessments to alleviate any issues within the working environment. There is no physiological stressors within the environment that needs to be considered. Staff are able to express issues at appraisals, supervisions etc.

The office is cleaned 3 times a week; there are no issues with the arrangement at present.

#### **7.1.5 Monitoring and measuring resources**

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence.

#### **7.1.6 Organisation Knowledge**

We ensure that “Job Specifications” are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training or vocational certificates.

### **7.2 Competence**

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

Please see below “hyperlinked documentation as demonstration of compliance:

- [Job descriptions which set out the competences required](#)
- [Contracts of employment which set out contractual and legal requirements](#)
- [Induction checklists to ensure / check understanding](#)
- [Supervisions and Appraisals](#)
- [Tests of understanding](#)
- [A training matrix](#)

### **7.3 Awareness**

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Notice Boards

- Employee Handbook
- SharePoint
- Company Updates
- Yammer
- Newsletters
- Induction
- CPD

#### **7.4 Communication**

Autism at Kingwood deploys several communication methods for staff, families and People we support. All staff and services have a Kingwood email address which gives them access to the SharePoint which has all the up to date staff handbooks, policies and procedures available to everyone.

All parents and services receive our quarterly newsletter; this will be emailed to all staff from March 2018. Kingwood updates Facebook regularly with recent information. The SLT do a weekly email (Friday Fact) to all staff to give them information about the company or information about the care sector that might be interesting to read. Other information is cascaded through managers or memos to services.

#### **7.5 Documented Information**

##### **7.5.1 General**

Autism at Kingwood demonstrates documented compliance to ISO 9001:2015 (or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes & procedures) on an electronic system which is available on the company intranet to all employees All information is read only and only accessible via the Top Management for amendment.

##### **7.5.2 Creating and updating**

The creation of documentation to support the Business Management System is primarily the responsibility of the designated “Top Management Representative”.

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the CEO and COO of Autism at Kingwood authorises the release and delegates any training required to the “Top Management Team”.

##### **7.5.3 Control of documented information**

All documentation is controlled by version and date and is listed on a Document Control Centre.

Retention details of the documents is controlled by the control of records policy. Access to electronic files is restricted by job role. Paper files are locked and staff are restricted to their access by job role. This is detailed in the job role area list.

On or after the retention period stated, the relevant records will be reviewed by Top Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately

Please see below document as demonstration of compliance:

[Document Control Centre](#)

[Control of Records Policy](#)

[Job Role Access list](#)

## **8 Operation**

### **8.1 Operational planning and control**

Autism at kingwood has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes) or through SLT discussions and implementation that is at the proportionate to the change implemented.

### **8.2 Determination of requirements for products and services**

#### **8.2.1 Customer Communication**

Service provision information is supplied to customers/interested parties via web site, Facebook, brochures, email and through personal contact.

Customer and interested parties feedback is proactively sought via reviews, questionnaires and other meetings with the management teams involved in their support.

Complaints and compliments are documented and recorded. Referrals and changes to documentation are stored in the appropriate sections of the server.

Please see below document(s) as demonstration of compliance:

[PWS questionnaires](#)

[Customer Complaints Form](#)

[Customer Complaints Summary](#)

#### **8.2.2 Determination of requirements related to products and services**

Autism at Kingwood ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

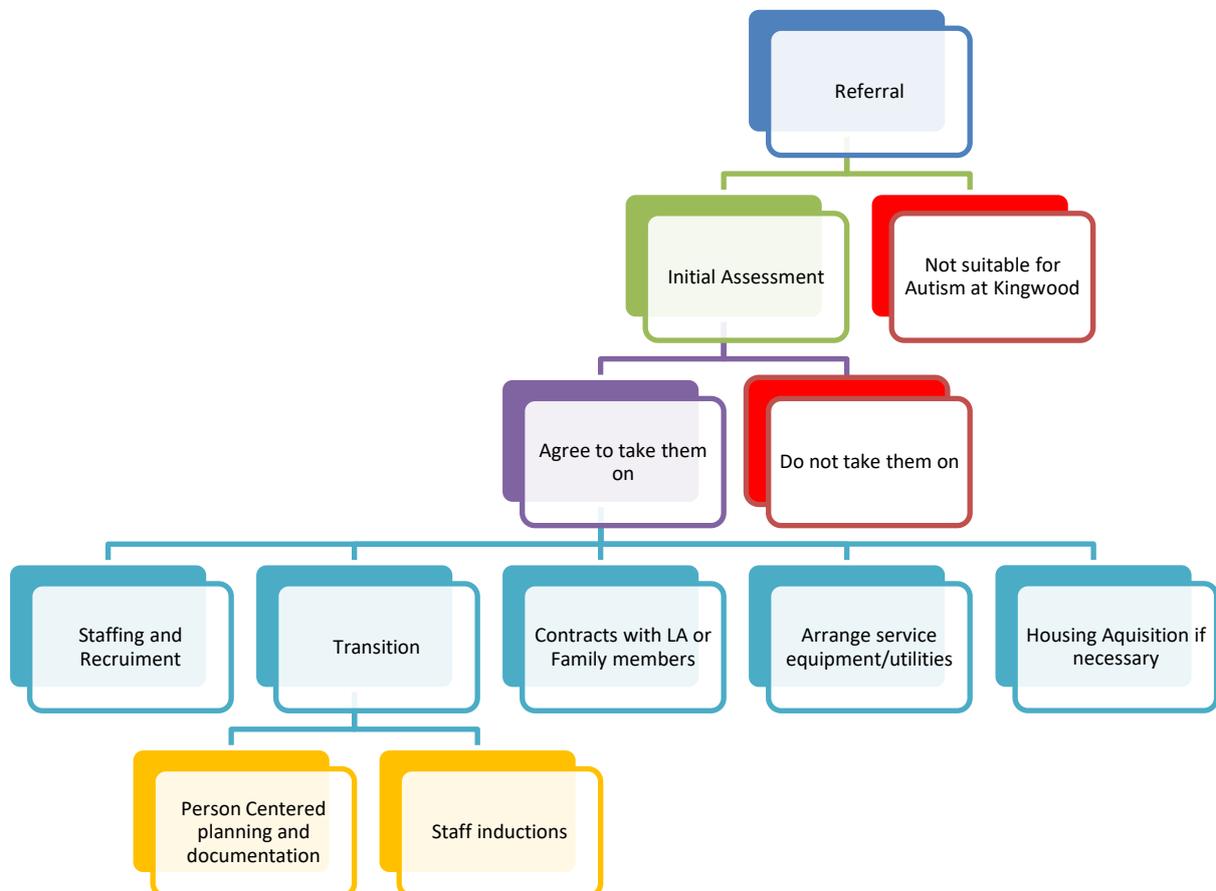
All documentation relating to the support is filed within the client file either onsite or in the Autism at Kingwood server.

### 8.2.3 Review of requirements related to products and services

Autism at Kingwood customers have regular reviews which all interested parties are invited to. Any changes made to their contracts are documented and implemented according to the customer's needs.

### 8.3 Design and development of products and services

Autism at Kingwood creates each service specifically around the individuals we support (Person Centred planning). This means that each service is comparatively unique to each customer or group of customers at a service. They all follow the same process in the creation from the referral to start up.



## **8.4 Control of externally provided products and services**

### **8.4.1 General**

Autism at Kingwood ensures that externally provided services conform to the specified requirements needed to support the organisation. They are reviewed when necessary to check against any SLA or changes in regulations that may affect their provision of the services.

### **8.4.2 Type and extent of control of external provision**

Autism at Kingwood have controls in place to ensure that external provisions are approved before using the service or product. This is done via the New Supplier checklist and a Supplier Review checklist.

Please see below document(s) as demonstration of compliance:

[New Supplier Checklist](#)

[Supplier Review](#)

### **8.4.3 Information for external provision**

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

## **8.5 Production and service provision**

### **8.5.1 Control of production and service provision**

Autism at Kingwood services are regulated by the Care Quality Commission and are subject to regular reviews and quality checks by the local authorities that commission with Kingwood. All of the support is tailored to the person we support to suit their needs. All the support guidelines follow the same format to ensure consistency of paperwork throughout the organisation. Checks are made on the paperwork several times a year for consistency and ensure that the information contained is up to date. Any discrepancies are noted and a target is put in place have it corrected.

### **8.5.2 Identification and traceability**

Autism at Kingwood maintains records about the people we support, activities and staffing to ensure that quality support is provided in line with their needs. Traceability is important to ensure that staffs are trained to the appropriate level and accurate records are kept of incidents, rotas should the need for identification of any issues arise.

### **8.5.3 Property belonging to customers or external providers**

Autism at Kingwood recommends that services have an inventory of items both external and belonging to the person we are supporting. Due to the nature of the services this is not always

possible and risk assessments take into account property. Where Kingwood is at fault for damage/loss of belongings Autism at Kingwood replace all items on a like for like basis. Electronic data is kept on our central server, Paper copies are kept local in service.

#### **8.5.4 Preservation**

Documentation for Autism at Kingwood is stored electronically on the Autism at Kingwood server and backed up daily to a remote location. Where paper copies exist or have been received (e.g. utility bills) these are kept in service and archived according to the control of documents process.

#### **8.5.5 Post-delivery activities**

When a contract ends for support at Autism at Kingwood we will provide help and information to transition the service to another provider/carer. Once the transition is complete then the documentation is archived. Autism at Kingwood remains available should another provider have questions relating to their care while with Autism at Kingwood.

#### **8.5.6 Control of Changes**

Autism at Kingwoods support service is regulated by the Care Quality Commission and governs the main statutory changes to the services that are provided. These changes are published well in advance to taking effect to allow for adequate planning and resources. Smaller changes are in line with best practice or a result of a quality monitoring visit.

#### **8.6 Release of products and services**

Autism at Kingwood regularly check the quality of the services provided through quality monitoring visits, People we support reviews, CQC inspections, Local Authority quality monitoring and other ad hoc checks when necessary. Further to this Kingwood conduct satisfaction surveys for the people we support, and their families.

#### **8.7 Control of nonconforming process outputs, products and services**

Quality monitoring of services information is held locally and reported to Area Managers and Regional Directors. Services complete a monthly quality check which review 7 key areas of information, this is reviewed by Area Managers and Regional directors and feeds into team meetings, supervisions and Service Improvement Plans.

Non service/Person we support information is audited to the Quality Management System Audit schedule and the actions feed into the Management action log. The Management Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

Autism at Kingwood has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

### Steps

- The Management Representative maintains and monitors the Action Log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log.
- Each entry in the Action Log to include:
  - a. Sequential numbering
  - b. Person/Date recorded
  - c. Overview of the issue, problem or concern
  - d. Action taken
  - e. Date completed
  - f. Initialled when complete

Once all actions on a log sheet have been completed the Management Representative archives it as a Quality Record

## 9 Performance Evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

The Company Quality Action Log and Internal Audits support the Quality Manual and also define the actions required to generate relevant data for analysis. Using the quality assurance processes described above, data is collected from, but not restricted to:

- a. Company Action Log
- b. Internal Audits
- c. Complaints & compliments
- d. Families meeting
- e. People we support Forum
- f. Quarterly incident and accident statistics
- g. Critical incident log
- h. Staff disciplinary log
- i. Families Questionnaire
- j. PWS satisfaction survey
- k. Staff wellbeing Survey

#### 9.1.1 General

#### 9.1.2 Customer Satisfaction

Autism at Kingwood gathers feedback from the PWS, families and staff. PWS support surveys are conducted annually, families surveys are conducted annually and the staff survey every 18 months.

Please see below document as demonstration of compliance:

[PWS survey Main Group](#)

[PWS survey Higher Functioning](#)

[Families Survey](#)

[Staff Survey](#)

### 9.1.3 Analysis and Evaluation

#### ANALYSIS

The data is collated and analysed to determine:

- The ability to achieve the Quality Objectives
- The ability to satisfy client requirements
- Customer and staff perception of the company
- The effectiveness and efficiency of the company's personnel.
- The effectiveness and efficiency of the quality system
- The level of performance achieved/required

### 9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which Autism at Kingwood wish to be certified. Internal audits are carried out through "risk or claused based" auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Please see below document as demonstration of compliance:

[Internal Audit Report / Non-conformance Report](#)

[Internal Audit Schedule](#)

### 9.3 Management Review

Those responsible for taking part in Management review will meet approximately 4-6 times a year. The Agenda for the regular Management Review meetings shall include, but not be restricted to:

- Follow-up from previous meetings
- Review of company Quality Policy
- Review and setting of Quality Objectives/Customer Survey

- Customer Feedback
- Audit Results
- Process Performance
- Staff Performance
- Changes that could affect the quality system
- Recommendations to improve the quality system and their implementation

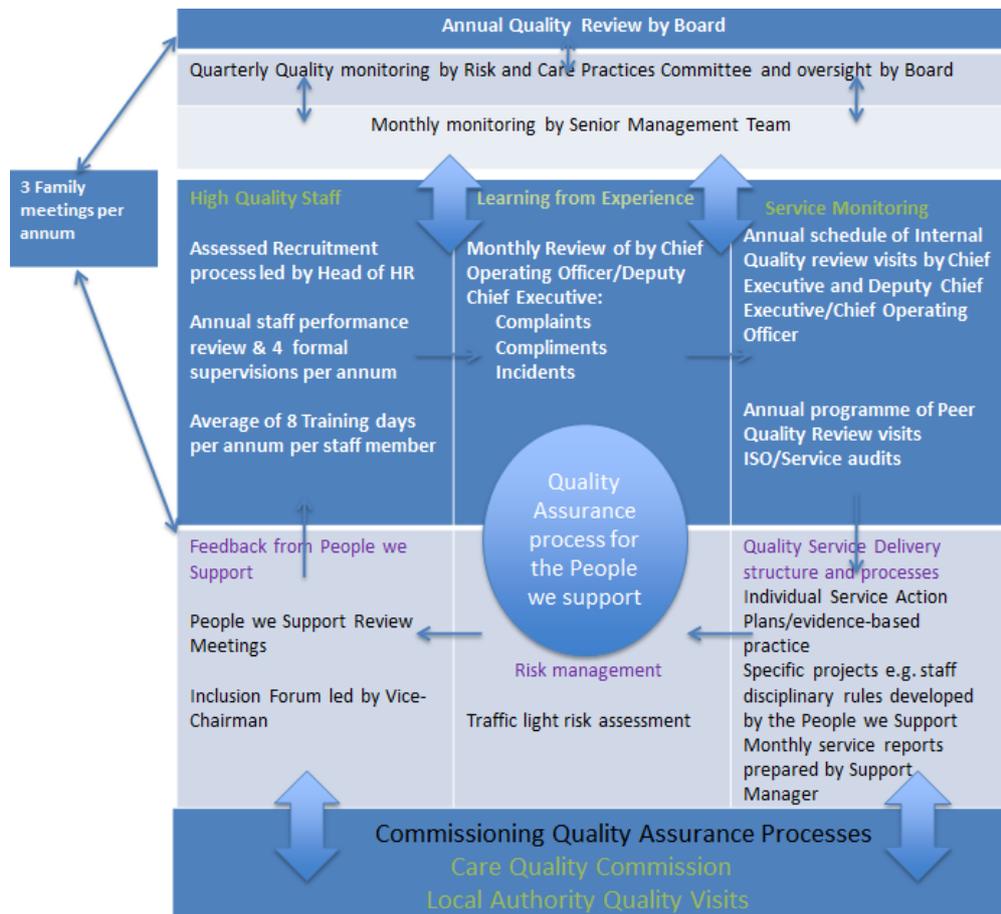
All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which Autism at Kingwood wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation

## **10 Improvement**

### **10.1 General**

Autism at Kingwood ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- Quality Review results
- Risks & Opportunities



## 10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3<sup>rd</sup> part assessment Autism at Kingwood designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business.

Should any non-conformance’s occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

**Please see below document(s) as demonstration of compliance:**

[Internal Audit Report / Non-conformance Report](#)

[Corrective Action Plan Summary](#)

## 10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3<sup>rd</sup> Party External Audits
- Management Review

Appendices 1.  
Autism at Kingwood Organisation chart