



**Review Sheet**



Last Reviewed  
29 Dec 2025



Last Amended  
29 Dec 2025



This policy will be reviewed as needs require or at the following interval:  
Annual

Business Impact:



These changes require action as soon as possible.

Reason for this Review:

Best practice

Changes Made:

Yes

Summary:

This Good Governance Policy and Procedure has been updated in response to the CQC Supporting Documents guidance updates of 16.12.25 in sections 4 and 5 to clarify how good governance will be achieved and maintained at Wellspring Recruitment and Care Services Limited. Processes to assess, monitor, and improve the quality and safety of the service have been set out. Details on how feedback will be gathered, acted upon, and how changes will be communicated have been described. Approaches to risk management, staff training and development, continuous improvement and incident management have also been detailed. A procedure for regular evaluation and review has been added, ensuring that stakeholder feedback and quality assurance data inform ongoing improvements. Underpinning Knowledge and Further Reading links have also been reviewed.

Relevant Legislation:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Medicines Act 1968
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- General Data Protection Regulation 2016
- Data Protection Act 2018
- UK GDPR
- Health and Care Act 2022

Underpinning Knowledge:

- Author: CQC, (2025), Regulations for Service Providers and Managers [Online] Available from: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulations-service-providers-managers> [Accessed: 29/12/2025]
- Author: CQC, (2024), Notifications [Online] Available from: <https://www.cqc.org.uk/guidance-providers/notifications/notification-finder> [Accessed: 29/12/2025]
- Author: CQC, (2025), Regulation 20: Duty of Candour [Online] Available from: <https://www.cqc.org.uk/guidance-providers/all-services/regulation-20-duty-candour> [Accessed: 29/12/2025]
- Author: Scally, G and Donaldson, L, (1998), Clinical Governance and the Drive for Quality Improvement in the New NHS in England [Online] Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1113460/> [Accessed: 29/12/2025]
- Author: Care Quality Commission, (2025), Regulation 17 - Good Governance [Online] Available from: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-17-good-governance#guidance> [Accessed: 29/12/2025]
- Author: Information Commissioner's Office, (2025), Link to the ICO Website for Information and Guidance [Online] Available from: <https://ico.org.uk/> [Accessed: 29/12/2025]



	<ul style="list-style-type: none"> <li>• Author: NHS, (2024), Data Security and Protection Toolkit [Online] Available from: <a href="https://www.dsptoolkit.nhs.uk/">https://www.dsptoolkit.nhs.uk/</a> [Accessed: 29/12/2025]</li> <li>• Author: Information Commissioner's Office, (2025), Accountability and Governance [Online] Available from: <a href="https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/accountability-and-governance/">https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/accountability-and-governance/</a> [Accessed: 29/12/2025]</li> <li>• Author: CQC, (2024), Assessing Quality and Performance [Online] Available from: <a href="https://www.cqc.org.uk/guidance-regulation/providers/assessment/assessing-quality-and-performance">https://www.cqc.org.uk/guidance-regulation/providers/assessment/assessing-quality-and-performance</a> [Accessed: 29/12/2025]</li> <li>• Author: Department of Health and Social Care, (2023), Health and Care Act 2022: Adult Social Care Information Provisions [Online] Available from: <a href="https://www.gov.uk/government/publications/health-and-care-act-2022-adult-social-care-provider-information-provisions/adult-social-care-provider-information-provisions-guidance-for-providers-on-data-collection">https://www.gov.uk/government/publications/health-and-care-act-2022-adult-social-care-provider-information-provisions/adult-social-care-provider-information-provisions-guidance-for-providers-on-data-collection</a> [Accessed: 29/12/2025]</li> </ul>
Suggested Action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>
Equality Impact Assessment:	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>

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## 1. Purpose

**1.1** To describe what good governance means to Wellspring Recruitment and Care Services Limited and the processes that contribute to it. The term 'good governance' links to a quality management framework within Wellspring Recruitment and Care Services Limited, including quality assurance.

The Quality and Quality Assurance Policy and Procedure must therefore be read with this policy.

**1.2** To specify who has accountability and what action Wellspring Recruitment and Care Services Limited takes to continuously improve services.

**1.3** To meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 17 Good Governance.

**1.4** This policy should be read in conjunction with:

- The Quality Assurance Policy and Procedure
- Stakeholder Surveys
- The Management Meetings Policy and Procedure
- The Overarching UK GDPR Policy and Procedure
- The Accident and Incident Reporting Policy and Procedure
- Record Keeping Policy and Procedure

### 1.5

Key Question	Quality Statements
EFFECTIVE	QSE1: Assessing needs QSE2: Delivering evidence-based care & treatment
RESPONSIVE	QSR4: Listening to and involving people
SAFE	QSS4: Involving people to manage risks QSS5: Safe environments
WELL-LED	QSW5: Governance, management and sustainability

### 1.6 Relevant Legislation

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Medicines Act 1968
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- General Data Protection Regulation 2016
- Data Protection Act 2018
- UK GDPR
- Health and Care Act 2022



## 2. Scope

### 2.1 Roles Affected:

- All Staff
- Registered Manager

### 2.2 People Affected:



- Service Users

### 2.3 Stakeholders Affected:

- Commissioners
- External health professionals
- Local Authority
- NHS



## 3. Objectives

**3.1** This policy ensures the implementation of strong governance practices, including continuous quality improvement, risk management, and compliance with all regulatory requirements. Effective leadership and accountability structures are in place to support high standards of care/support and service delivery.

**3.2** To demonstrate the role Wellspring Recruitment and Care Services Limited and its management play in strategically leading and managing the service through good governance and continuous learning, which drives improvement in the quality and safety of the service.

**3.3** To ensure that all staff understand the structures and processes in place which contribute to good governance and their roles and accountabilities within it.

**3.4** To ensure that evidence-based care is used to continuously improve quality through a culture of openness and transparency where lessons are learnt from audit, quality assurance and engagement with all stakeholders.

**3.5** To create a structure which facilitates engagement at all points of governance with Service Users.



## 4. Policy

### 4.1 CQC Regulated Activities, Service Types and Service User Bands

Where required, Wellspring Recruitment and Care Services Limited will be registered with the CQC for regulated activities, service types and service user bands as defined in the CQC Statement of Purpose.

This will ensure that Wellspring Recruitment and Care Services Limited provides services that are safe, effective, caring, responsive and well-led in line with the CQC's published quality statements, regulatory framework and associated best practice guidance.

Wellspring Recruitment and Care Services Limited **is registered to provide the following regulated activities:**

Personal Care

Wellspring Recruitment and Care Services Limited **is registered to provide the following service types:**

Domiciliary care service (DCC)

Wellspring Recruitment and Care Services Limited **is registered to support the following service user bands:**

Adults aged 18 - 65, Children aged 4 -12, Children aged 13 - 18, Learning difficulties or autistic disorder, Mental health, Older people (Aged 65+), Physical disability

### 4.2 Company Structure and Accountability

To ensure good governance, Wellspring Recruitment and Care Services Limited clarifies responsibilities across its leadership and staff, and defines accountability structures within the organisation.

#### Governance and Responsibilities

- The Wellspring Recruitment and Care Services Limited is responsible for the overall strategic direction, governance, and compliance with all regulatory and statutory requirements

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- The nominated individual oversees compliance with regulatory standards, ensuring that all services meet required quality and safety standards
- The nominated individual is accountable for the quality of care and support provided, the management of risks, and ensuring staff are competent and appropriately supervised.
- The Registered Manager, Olajumoke Omolola, manages the day-to-day operation of the service, implements policies, and reports to nominated individual on service delivery, staff performance, and compliance
- All staff are responsible for adhering to policies, reporting concerns, and delivering services safely and effectively

**Accountability**

- Accountability flows from staff to the Registered Manager, from the Registered Manager, to the nominated individual (where applicable) and from the nominated individual to the Wellspring Recruitment and Care Services Limited
- Wellspring Recruitment and Care Services Limited will ensure that all roles are clearly defined to avoid duplication or gaps in responsibility. Staff are required to understand their role within this framework and report issues through the appropriate line of accountability

**Organisational Structure**

- An organisational chart is maintained to visually represent roles, lines of accountability, and reporting relationships within Wellspring Recruitment and Care Services Limited
- The chart is reviewed regularly to ensure it accurately reflects the structure and responsibilities

**4.3 Wellspring Recruitment and Care Services Limited Responsibilities and Representatives**

It is the responsibility of both the nominated individual, Michael Omolola and the registered manager, Olajumoke Omolola at Wellspring Recruitment and Care Services Limited to ensure that:

- The organisation is managed and governed appropriately
- Suitable systems are in place to effectively assess, monitor and improve the service
- Records are completed accurately and stored safely and securely
- That the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 are met
- Care and support delivered is consistent, safe and of high-quality

There may, however, be times where the Registered Manager and nominated individual are the same person. In order to ensure impartiality, Wellspring Recruitment and Care Services Limited may enlist an external professional such as a health and social care consultant or alternative domiciliary care provider who is registered with CQC to support with the governance processes at Wellspring Recruitment and Care Services Limited.

**4.4 Wellspring Recruitment and Care Services Limited Statement**

Wellspring Recruitment and Care Services Limited commits to providing safe, high-quality, person-centred care supported by a clear governance structure which meets the legal responsibilities of Wellspring Recruitment and Care Services Limited, complies with best practice and engages and responds to its staff, Service Users and wider stakeholders.

The nominated individual, Michael Omolola and the registered manager, Olajumoke Omolola will:

- Take a human rights-based approach that protects and upholds the Service User's right to privacy, dignity, choice, respect and control
- Encourage, listen and respond to the views of Service Users, staff and people who have an interest in Wellspring Recruitment and Care Services Limited
- Promote a culture of openness, honesty and transparency, fulfilling duty of candour responsibilities. Staff will be knowledgeable and confident to challenge and report risks and concerns
- Ensure staff have clearly defined roles and responsibilities to promote accountability
- Identify risks in all areas of Wellspring Recruitment and Care Services Limited and act to remove or reduce these risks
- Assess, monitor and improve the quality and safety of services provided to identify themes and trends and take corrective action where required
- Make sure that records are kept accurately and securely
- Provide measures based on good practice and legislation to quality assure and measure the effectiveness of services provided by Wellspring Recruitment and Care Services Limited, learning lessons and improving the service



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- Analyse governance processes to identify themes and trends and take corrective action where required
- Review all governance processes to ensure that they work innovatively and are effective
- Ensure that the UK General Data Protection Regulation (UK GDPR) is met
- Ensure that the Data Protection Act 2018 is met

Wellspring Recruitment and Care Services Limited follows this policy and procedure to ensure it creates an environment in which excellence in care flourishes.

#### 4.5 Accountabilities

Wellspring Recruitment and Care Services Limited

Michael Omolola is responsible for:

- The overall implementation of the management and governance systems at Wellspring Recruitment and Care Services Limited
- Scrutinising governance systems and processes at Wellspring Recruitment and Care Services Limited through quality assurance and audit
- Ensuring the continuous improvement
- Having an organisational structure in place that defines leadership and accountability
- Ensuring that Wellspring Recruitment and Care Services Limited promotes accessible engagement with Service Users and staff to ensure that their views and feedback shape the service

#### 4.6 Responsibilities - The Registered Manager

Olajumoke Omolola is professionally and operationally accountable for the day-to-day management and regulatory compliance of the service. This includes ensuring that all the activities listed below are implemented, monitored and acted upon:

- The overall management of Wellspring Recruitment and Care Services Limited
- To ensure that all Service Users have in place:
  - A pre-service assessment
  - A tailored Care Plan
  - Have their needs regularly reviewed and relevant information updated
- To seek and respond to the views of Service Users, staff, health professionals, advocates and other interested parties
- To delegate responsibility and hold staff to account for agreed actions
- To have governance systems that are effective, fit for purpose and achieve continuous improvement, including audits, stakeholder surveys and reviews
- To report statutory notifications and escalate concerns to the nominated individual, Michael Omolola. Where this is the same person, Wellspring Recruitment and Care Services Limited may enlist an external professional such as a health and social care consultant or alternative domiciliary care provider who is registered with CQC to support with the governance processes
- To report via the Capacity Tracker the required mandatory data, as per the Health and Care Act 2022
- To take a values-based approach to recruitment and promoting staff retention
- To promote an open, transparent culture and learning environment
- To ensure that there is ongoing compliance with regulatory and contractual requirements
- To ensure compliance with policies and procedures
- To ensure that there are enough staff with suitable skills, experience and knowledge
- To implement quality assurance processes and practice
- To review and learn from accidents, incidents (including safeguarding), complaints and share this learning with staff
- To act on results of audits and reviews of the service
  - Produce and monitor action plans as part of continual improvements to the service
  - Ensure any issues/concerns raised are addressed in a timely manner
  - Raise at good governance meetings, team meetings, Service User, friends and family meetings at Wellspring Recruitment and Care Services Limited
- To collate, report and use data to inform stakeholders of the quality of the service



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- To seek expert advice by working with other health professionals
- To work within codes of conduct and act as a role model at all times
- To ensure that Service Users understand how information about them will be used and why

The nominated individual, Michael Omolola, alongside the Registered Manager, Olajumoke Omolola, will ensure that contingency measures are in place for managing any short or long-term absence of Olajumoke Omolola and where timescales dictate, due notifications to regulatory bodies will be made.

#### 4.7 Responsibilities - Care Worker

All Care Workers are accountable for their own professional practice and conduct and are responsible for the following:

- Following policies and procedures
- Working within their job description, as trained and within codes of conduct
- Completing all records in line with the Record Keeping Policy and Procedure at Wellspring Recruitment and Care Services Limited, ensuring factual accuracy and security
- Accurate and timely record-keeping
- Raising concerns, risks and learning needs
- Providing care as planned
- Raising concerns and suggestions in a timely manner
- Identifying personal learning needs

#### 4.8 Information Governance

Wellspring Recruitment and Care Services Limited understands it is accountable for compliance with the UK General Data Protection Regulation as well as the Data Protection Act 2018, and will demonstrate that appropriate technical and organisational measures have been put in place to meet these requirements, which are set out in the data protection and GDPR policies and procedures at Wellspring Recruitment and Care Services Limited.

Areas of governance at Wellspring Recruitment and Care Services Limited comply with the standards and requirements of the Information Commissioner's Office, including registration. Alongside this, policies and procedures also give a framework to compliance with both the UK General Data Protection Regulation and the Data Security Protection Toolkit.

These additional policies are the framework for good governance around which Wellspring Recruitment and Care Services Limited manages information.

#### 4.9 Regulatory Inspections

Wellspring Recruitment and Care Services Limited is regulated by the Care Quality Commission and will ensure that governance systems are in place to ensure the safe and effective running of the service in order to provide high quality care to its Service Users.

Wellspring Recruitment and Care Services Limited acknowledges that there may be times where the CQC request a written report on how it assesses, monitors and improves the quality and safety of its services and will do so in a timely manner.

Wellspring Recruitment and Care Services Limited recognises that how the CQC regulates is evolving, especially with the introduction of the single assessment framework focusing on what matters to people who use health and social care services and their families.

Further information on the new approach to assessment can be found [here](#).



## 5. Procedure

### 5.1 Organisational Structure

#### Defining Roles and Responsibilities

- The Registered Manager, Olajumoke Omolola, and nominated individual, Michael Omolola, at Wellspring Recruitment and Care Services Limited must ensure staff understand their responsibilities
- Job descriptions clearly outline duties, reporting lines, and accountability expectations



- Staff induction and ongoing training reinforce understanding of roles and governance structure

### **Accountability Flow**

- Staff report concerns or issues to their immediate supervisor or Registered Manager
- The Registered Manager escalates significant issues or risks to the nominated individual
- The nominated Individual reports strategic, regulatory, or high-risk matters to the Wellspring Recruitment and Care Services Limited
- Any gaps or duplication in responsibility are identified and corrected promptly

### **Organisational Structure Maintenance**

- Maintain an up-to-date organisational chart that visually represents:
  - Leadership roles
  - Staff reporting lines
  - Accountability channels
- Review and update the chart at least annually or when organisational changes occur
- Distribute updated charts to staff and include in the induction process

### **Monitoring Compliance**

- Managers regularly review staff understanding of roles and accountability during supervision, appraisals, and team meetings
- Any concerns regarding unclear responsibilities or accountability issues are addressed promptly

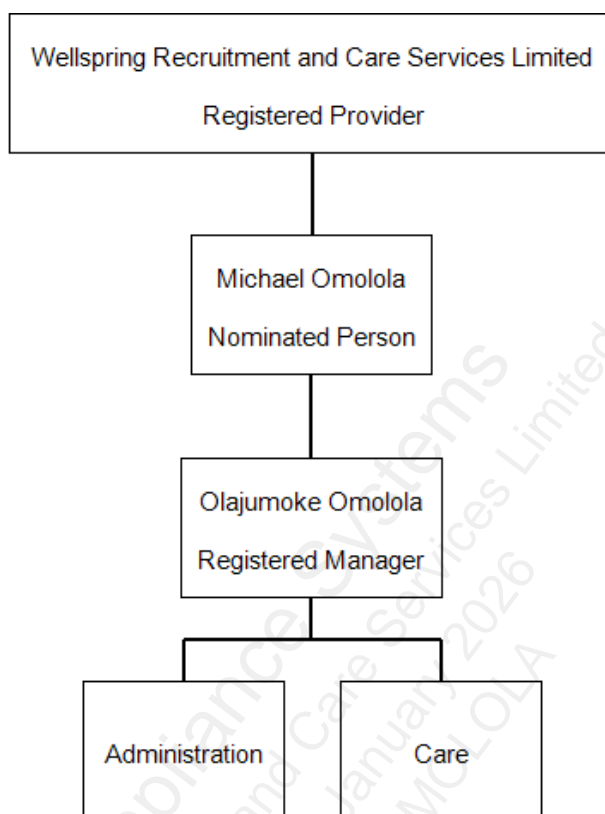
## **5.2 Organisational Chart**

The Organisational Chart at Wellspring Recruitment and Care Services Limited details the staffing structure within the service.

This will be maintained to reflect key lines of leadership and management within Wellspring Recruitment and Care Services Limited, and where applicable, to demonstrate the wider management networks within Wellspring Recruitment and Care Services Limited.

Wellspring Recruitment and Care Services Limited will have clear reporting lines in place and staff will be aware of who their line manager is.

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Staff should refer to the Business Plan at Wellspring Recruitment and Care Services Limited for further details around staffing details and strategic plans.

### 5.3 Accountability

The Registered Manager, Olajumoke Omolola, and nominated individual, Michael Omolola, of Wellspring Recruitment and Care Services Limited, have overall management responsibility for this policy and procedure and for ensuring the proper governance of Wellspring Recruitment and Care Services Limited. This is in line with the Policy Management Policy and Procedure at Wellspring Recruitment and Care Services Limited.

Where the Registered Manager and nominated individual are the same person, in order to ensure impartially, Wellspring Recruitment and Care Services Limited may enlist an external professional such as a health and social care consultant or alternative provider who is registered with CQC to support with the governance processes at Wellspring Recruitment and Care Services Limited.

Wellspring Recruitment and Care Services Limited has a clear, structured approach to governance.

- All staff have a line manager and defined accountabilities documented in job descriptions
- Each member of staff (including all management levels) is subject to supervision and annual appraisal linked to the Business Plan at Wellspring Recruitment and Care Services Limited
- Where there is accountability for informing external stakeholders such as regulatory bodies, the NHS and local authority, all roles and responsibilities are documented
- Staff will ensure that they work within their own professional codes of conduct at all times and Wellspring Recruitment and Care Services Limited will not hesitate to contact professional bodies to notify areas of proven concern within the bodies' remit
- All staff at Wellspring Recruitment and Care Services Limited have accountability for ensuring that they work within the safeguarding procedures of Wellspring Recruitment and Care Services Limited and Islington, and any poor practice or failure to follow the procedures will result in disciplinary action

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- Contingency plans will be put in place in the event of the absence of Olajumoke Omolola, and will detail who will have overall responsibility in the absence of the Registered Manager
- Staff will ensure the continuation of the service including:
  - Notifications made to the Care Quality Commission about any planned or unplanned absences of Olajumoke Omolola from Wellspring Recruitment and Care Services Limited that is for a continuous period of 28 days or more
  - Wellspring Recruitment and Care Services Limited will explain how the service will be run during the period of absence and when Olajumoke Omolola returns from a significant absence
- Olajumoke Omolola can delegate (to suitably skilled, trained and experienced members of staff) some of the core management and governance duties such as supervision, appraisals, rota planning and audits. However, Olajumoke Omolola maintains accountability for ensuring that those delegated duties are completed to the standard expected
- The delegation of duties will be seen as a means of succession planning and career progression for staff, and Olajumoke Omolola will support staff who are considered to be suitable and interested in developing their leadership and management skills.

The organisational structure and accountability chart can be found in the Business Plan at Wellspring Recruitment and Care Services Limited.

**5.4 Communication**

Wellspring Recruitment and Care Services Limited senior leadership will ensure clear and transparent communication channels throughout the service and with all Service Users (and those legally responsible for them), staff, and other stakeholders.

Information will be appropriate, accessible, timely and provided in a format which meets the needs of the recipient.

The website of Wellspring Recruitment and Care Services Limited and internal IT systems will be kept up to date with the latest information for the service.

Further information can be found within the Communication Policy and Procedure of Wellspring Recruitment and Care Services Limited.

**5.5 Involvement of Service Users, their Carers and those Legally Responsible**

Wellspring Recruitment and Care Services Limited has a strong commitment to work in partnership with the Service User, their relatives, staff and other professionals to ensure best practice and best outcomes for the people who use the service.

- In order to ensure governance is effective and holistic, Service Users will be involved in determining the quality, timeliness and level of support provided, and inform the results of any governance processes
- Any new or changing aspect of the service will be subject to Service User engagement which will be sought through a range of different participation methods, giving the time and resources for meaningful communication and feedback
- Wellspring Recruitment and Care Services Limited will listen to Service Users and will make the changes needed after analysing the information. Specifically, Michael Omolola and Olajumoke Omolola will ensure:
  - Systems, such as surveys, will be used to gain Service Users' views at least annually
  - Any changes made will be fed back to the Service User and recognition given to their views
  - This process is central to the concept of 'person-centred care' and continuous improvement
- Making improvements to the service following feedback received is an ongoing process. Staff are encouraged through their training to support listening to Service User feedback, with a view to make improvements where it leads to better outcomes
- Formal Service User reviews are carried out every 6 months or as and when a change occurs
- Wellspring Recruitment and Care Services Limited will work to the Accessible Information Standard to ensure equity for the people who use its services
- Wellspring Recruitment and Care Services Limited has an accessible Complaints, Suggestions and Compliments policy in place and any complaints will be dealt with on both an individual basis and reviewed as a collective for trends and patterns

**Involvement of Staff at Wellspring Recruitment and Care Services Limited and Relevant Agencies and Bodies**



As well as Service Users, Wellspring Recruitment and Care Services Limited will meet and engage with stakeholders to consult, gain feedback and comment on the service and any changes to it. These meetings are arranged both in person and via surveys held at a minimum of twice yearly.

Formal and informal feedback will be recorded and analysed, and used to make necessary improvements.

The nominated individual, Michael Omolola, alongside the Registered Manager, Olajumoke Omolola, will ensure that all stakeholders receive feedback on their input.

Further guidance on feedback and surveys can be found in the Quality Assurance Surveys Policy and Procedure at Wellspring Recruitment and Care Services Limited.

### **5.6 Quality and Safety Management**

Olajumoke Omolola will ensure that effective systems are in place to assess, monitor and improve the quality and safety of services. This will include:

- Ongoing monitoring of care and support delivery through spot checks, supervision, Service User feedback and record reviews
- Regular review of incidents, safeguarding concerns, complaints and compliments
- Use of performance indicators (e.g. missed calls/planned support, medication errors, staff training compliance)

### **5.7 Incident Management**

Wellspring Recruitment and Care Services Limited will ensure that all incidents, safeguarding concerns, complaints and accidents are systematically reported, reviewed and analysed to identify root causes and trends.

The Registered Manager, Olajumoke Omolola, and nominated individual, Michael Omolola, at Wellspring Recruitment and Care Services Limited will oversee investigations, ensure corrective and preventive actions are implemented, monitor for effectiveness, and share outcomes with staff to inform learning.

Lessons learned will also be used to inform audits, risk assessments, policy updates, and service improvements, ensuring continuous organisational learning, accountability, and compliance with regulatory requirements.

Further detail can be found in the following:

- Safeguarding Adults Policy and Procedure
- Complaints, Suggestions and Compliments Policy and Procedure
- Accident and Incident Reporting Policy and Procedure

### **5.8 Quality Assurance and Audit**

Olajumoke Omolola is responsible for quality assurance within Wellspring Recruitment and Care Services Limited.

The quality assurance processes at Wellspring Recruitment and Care Services Limited self-assess the service to check that acceptable standards are met and exceeded. Those standards are based on best practice, legislative and regulatory requirements, and the input of the Service Users.

The Registered Manager, Olajumoke Omolola, will report the results of quality assurance to senior leadership including the nominated individual, for overall scrutiny and decision making, and will undertake audits in areas including health and safety, medication management, infection control, care planning, safeguarding and environmental management as detailed further in the Quality and Quality Assurance Policy and Procedure at Wellspring Recruitment and Care Services Limited.

Olajumoke Omolola will undertake a minimum of 12 annual reviews, monitoring systems and processes to identify where quality or safety issues are being compromised and responding appropriately and without delay. The following methods are implemented to do this:

- Using best practice including NICE guidelines and CQC regulations to benchmark standards and performance
- Listening to, and including, the views of all Service Users
- Putting in place an audit cycle and reviewing themes, trends and risks from audit at senior management level



- Working with an ethos of continuous improvement, Wellspring Recruitment and Care Services Limited values all feedback and implements strategies for development in any problem areas identified

Further, in depth detail of the quality assurance and audit processes at Wellspring Recruitment and Care Services Limited can be found in the Quality and Quality Assurance Policy and Procedure and the Auditing Policy and Procedure at Wellspring Recruitment and Care Services Limited.

### 5.9 Risk Identification and Management

Risks to Service Users, staff and the organisation will be identified through audits, incident reporting, feedback and risk assessments. Registered Manager, Olajumoke Omolola will ensure that:

- Risks are recorded on a risk register where appropriate
- Control measures are implemented and reviewed
- Learning is shared with staff through supervision, team meetings and training

Wellspring Recruitment and Care Services Limited understands that risk management is about minimising risks to Service Users by:

- Identifying what can and does go wrong during care
- Understanding the factors that influence this
- Learning lessons from any adverse events
- Ensuring that action is taken to prevent recurrence
- Putting systems in place to reduce or eliminate risks
- Ensuring that the health and wellbeing of Service Users is continuously monitored and any concerns escalated

Within Wellspring Recruitment and Care Services Limited, risk will be managed by:

- Assessing risks during a pre-service assessment with Service Users as well as ongoing assessments of Service Users' health and wellbeing, as well as meeting best outcomes
- Having clear procedures regarding highlighting and reporting concerns. Staff should refer to Raising Concerns, Freedom to Speak up and Whistleblowing Policy and Procedure at Wellspring Recruitment and Care Services Limited
- Ensuring that records are accurate, factual, legible and appropriately stored
- Reviewing complaints, accidents and incidents, near misses, safeguarding and whistleblowing concerns
- Actively learning from mistakes by reviewing every incident or near miss, when it arises, investigating why it happened, how it happened, who was involved and create an action plan that will be followed to stop it happening again. The review of all incidents will be analysed to identify themes or trends so that this will also evidence whether Wellspring Recruitment and Care Services Limited is learning from incidents
- The outcome of these reviews are shared with staff, with lessons learnt and areas identified for improvement alongside an action plan

### 5.10 Staff Management

- Staff will be supervised in line with the Supervision Policy and Procedure and this will be recorded and evidenced
- The supervisions will contain relevant discussions about specific issues of concern, will inform the governance process and identify best practice and areas that need to be redressed
- Staff will be encouraged to share views and opinions, and be involved in care planning and the development of ways of working
- Staff with accountability for particular areas of work will be informed of these responsibilities and provided with tools and guidance to ensure that they deliver the identified oversight responsibility
- Role-specific codes of conduct will be used as a means of monitoring performance and staff standards
- Spot checks and competencies are carried out at regular intervals. Please refer to the Spot Checks Policy and Procedure for further information

### 5.11 Continuing Professional Development

Wellspring Recruitment and Care Services Limited will:

- Identify training needs through supervision, appraisals, and performance reviews
- Provide induction and mandatory training for all new staff
- Offer ongoing professional development opportunities relevant to roles



- Support staff attendance at external courses, workshops, and conferences as relevant to their roles
- Encourage peer learning, mentoring, and reflective practice
- Monitor training completion and address gaps promptly
- Evaluate training impact and adjust programmes as needed to provide effective, timely and responsive support

#### **5.12 Remediating Underperformance**

- Any shortfalls in care provision will be identified through the governance process
- The reasons for the shortfall will be analysed and if the issue was the result of poor performance by staff, it will be addressed either through supervision, additional training, disciplinary procedures or ultimately dismissal
- If there are implications for staff teams it will be addressed through training, supervisions or team meetings and recorded accurately
- Risk assessments, Care Plans and ways of working will be revisited and updated to reassess the issues and develop more robust processes
- External resources may be identified to assist with the delivery of training or to provide guidance on improving practice
- Wellspring Recruitment and Care Services Limited will ensure that its staff are aware of key policies and procedures such as the Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure, Safeguarding Adults Policy and Procedure and the Accident and Incident Reporting Policy and Procedure, and that they adhere to these policies included in QCS Compliance Centre
- All staff have a responsibility for staying up to date with policies and procedures at Wellspring Recruitment and Care Services Limited and checking the QCS online or mobile app for updates and documents
- Olajumoke Omolola has responsibility for ensuring that the policies and procedures within QCS Compliance Centre are customised and reflect all aspects of governance processes within Wellspring Recruitment and Care Services Limited, and that staff have read and understood the documents

#### **5.13 Record Keeping and Personal Information**

Wellspring Recruitment and Care Services Limited will securely maintain accurate, complete and contemporaneous records relating to people who use the service, staff and governance arrangements in order to support safe, effective and person-centred care and support and identified needs, wishes and consent.

Records will include assessments, Care Plans, reviews, daily care notes, consent, capacity assessments and best-interest decisions, as well as staff recruitment, training, supervision and disciplinary records, and management documentation such as policies, audits and quality assurance activity.

All information will be processed lawfully and confidentially in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018, applying the principles of lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity and confidentiality, and accountability.

Records will be stored securely, whether paper-based or electronic, with access restricted to authorised staff on a need-to-know basis. Information will only be shared where there is a lawful basis to do so. Records will be retained in line with legal and organisational retention schedules and disposed of securely when no longer required. Regular audits will be undertaken to ensure compliance, and any data protection breaches will be managed in line with the service's data breach procedure.

Where the Service User is assessed as lacking capacity, full details of the process and subsequent decisions will be recorded in full.

Complete records will also be kept of staff including their suitability for the post through recruitment, training and continual development, commendation and disciplinary actions.

All information is kept in line with data protection law and disposed of when justified retention needs have come to an end, in adherence with the UK General Data Protection Regulation and Data Protection Act 2018.

#### **Record Creation and Accuracy**

- Records must be accurate, up-to-date, and completed promptly



- Only authorised staff may create or update records

### **Storage and Security**

All information will be kept securely:

- Physical records are stored in locked cabinets with restricted access
- Electronic records are stored on secure, password-protected systems with appropriate encryption
- Access is limited to staff who require information to perform their duties

### **Access and Confidentiality**

- Staff may only access records relevant to their role
- Confidential information must not be disclosed without lawful authority or consent

### **Retention and Disposal**

- Records are retained for periods specified in organisational retention schedules and legal requirements
- Disposal of records is conducted securely, e.g., shredding paper records or securely deleting electronic files

### **Monitoring and Compliance**

- Regular audits ensure records are complete, accurate, and stored securely
- Any breaches of data protection are reported immediately in line with the company's data breach procedure

Further detail on how records are kept at Wellspring Recruitment and Care Services Limited can be found in the Record Keeping Policy and Procedure.

## **5.14 Learning and Continuous Improvement**

Wellspring Recruitment and Care Services Limited will promote a culture of openness, learning and improvement by:

- Investigating incidents, near misses and complaints to identify root causes
- Developing and monitoring action plans to address identified issues
- Sharing learning with staff to reduce the risk of recurrence
- Using feedback from Service User, their families and professionals to improve care and support delivery

## **5.15 Evaluation and Feedback**

The nominated individual, Michael Omolola and the Registered Manager, Olajumoke Omolola, at Wellspring Recruitment and Care Services Limited will evaluate policies and procedures annually or as required, utilising stakeholder feedback, quality assurance and monitoring.

Wellspring Recruitment and Care Services Limited will actively seek, record and act upon feedback from Service User, their relatives, representatives, staff and relevant professionals to support continuous service improvement.

Feedback will be gathered through a range of accessible methods, including:

- Service User surveys (at least annually)
- Formal outcome focused reviews of care and support
- Telephone contact
- Face-to-face meetings
- Compliments and complaints reviews
- Informal feedback during routine service delivery

Where required, reasonable adjustments will be made to support people with communication or cognitive needs to express their views.

All feedback will be reviewed by the Registered Manager, Olajumoke Omolola, analysed for themes and trends, and considered alongside incidents, complaints and audit findings.

Actions arising from feedback will be recorded, implemented and monitored for effectiveness, and learning will be shared with staff.

Where appropriate, people using the service will be informed of changes made as a result of their feedback to demonstrate transparency and responsiveness. This will take place using methods such as:



- Face-to-face discussions
- Telephone calls
- Newsletters
- Noticeboards
- Meetings (such as Service User meetings, and relatives' meetings)

This ensures they know their input has been heard and acted upon, supporting a culture of transparency and continuous improvement.

### 5.16 Evaluation of the Governance Process

To ensure there is continuous improvement and effective oversight of the service, the effectiveness of the governance framework at Wellspring Recruitment and Care Services Limited will be evaluated at least annually or sooner if required by changes in legislation or organisational needs.

This will take place through review of:

- Quality assurance data including incident reports, safeguarding reports, complaints, and performance metrics
- Audit findings
- Risk management outcomes
- Stakeholder feedback, including Service User and their families, staff, health professionals, and advocates
- Regulatory compliance / inspection reports

Findings will be used to:

- Identify areas for improvement
- Update policies and processes as needed
- Develop and monitor action plans to address issues
- Communicate changes and learning to staff and stakeholders

In circumstances where the nominated individual and the Registered Manager are the same person Wellspring Recruitment and Care Services Limited may enlist an external professional such as a health and social care consultant or alternative provider who is registered with CQC to support with the evaluation of governance processes.

Records of all reviews, feedback, and resulting actions will be maintained to demonstrate accountability and continuous improvement.



## 6. Definitions

### 6.1 Governance

- A framework through which organisations are accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in care will flourish

### 6.2 Root Cause Analysis

- A method of problem-solving used for identifying the root causes of faults or problems. It is a useful tool following safeguarding incidents, complaints, accidents, near misses or any other incidents that cause concern

### 6.3 Information Governance

- Data Security and Protection Toolkit
  - The Data Security and Protection Toolkit is an online self-assessment tool that allows organisations to measure their performance against the National Data Guardian's 10 data security standards
- UK General Data Protection Regulation (UK GDPR)
  - UK GDPR has replaced previous data protection rules and has brought up to date the laws that protect the use of individuals' personal information
- Information Commissioner's Office



- The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals

#### 6.4 Accessible Information Standard

- From 1st August 2016 onwards, all organisations that provide NHS care and/or publicly funded adult social care are legally required to follow the Accessible Information Standard. The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, Service Users, carers and parents with a disability, impairment or sensory loss - (NHS England)

#### 6.5 Organisational Structure

- A system used to define how leadership is structured within an organisation which identifies each job, its function and where and who it reports into

#### 6.6 Risk Register Summary

- A document that logs all identified organisational and individual risks. It summarises the risk, its rating, control measures, and the person responsible for managing it, which allows oversight and monitoring for collective risks



## 7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Wellspring Recruitment and Care Services Limited consistently uses root cause analysis following any incidents, including safeguarding incidents, to understand lessons learnt and prevent issues arising again
- Staff will have regular supervisions and Wellspring Recruitment and Care Services Limited will have an appraisal process in place so that staff understand what they are accountable for
- Wellspring Recruitment and Care Services Limited has processes in place where care practices are identified, reported and monitored and actions are taken to improve practice
- All staff have responsibility for following processes and procedures and using appropriate recording methods, which is all part of robust governance procedures



## 8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Your feedback matters. We want to listen to your views and use them to improve care and support
- Wellspring Recruitment and Care Services Limited has a complaints procedure that we will share with you in a way that makes it easy for you to tell us when something is wrong
- Our policies and procedures are regularly reviewed to ensure the care we deliver to you is safe, effective, and responsive to your needs



## Further Reading

**Skills for Care** offers a suite of resources to support with roles and responsibilities alongside governance care guides for social care:

<https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-leaders-and-managers.aspx>

**NHS Improvement - Root Cause Analysis - Using five whys:**

<https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2015/08/learning-handbook-five-whys.pdf>



## Quality and Quality Assurance Policy and Procedure at Wellspring Recruitment and Care Services Limited

### The King's Fund - Talent Management: Developing leadership, not just leaders:

<https://www.kingsfund.org.uk/publications/talent-management>



## Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- There is a current organisational chart in place and this is accessible for staff and Service Users
- All staff are aware of who their direct line manager is and their roles and responsibilities
- Staff undertake delegated duties on the direction of Olajumoke Omolola
- Staff are empowered and held accountable, promoting professional responsibility at all levels
- Recruitment, training, and retention strategies focus on staff values, skills, and development
- Service improvements can be directly attributed to the governance processes
- Wellspring Recruitment and Care Services Limited has evidence of being exceptionally open and transparent in the area of governance
- Wellspring Recruitment and Care Services Limited actively engages with stakeholders, seeking feedback from Service Users, families, staff, and health professionals and acting on it
- External organisations are involved in governance structures at Wellspring Recruitment and Care Services Limited
- Where mistakes or errors are identified through governance processes, they are addressed in a timely manner and they do not reoccur
- Wellspring Recruitment and Care Services Limited consistently carries out analysis following any incidents, including safeguarding incidents, to understand lessons learnt and prevent issues arising again
- The wide understanding of the policy is enabled by proactive use of the QCS App
- Wellspring Recruitment and Care Services Limited uses best practice resources to inform development and evidence that governance drives improvement