



Review Sheet




Last Reviewed
10 Dec 2025



Last Amended
19 Dec 2024



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

<p>Business Impact:</p>	 <p>Minimal action required. Circulate information amongst relevant parties.</p>
<p>Reason for this Review:</p>	<p>Scheduled review</p>
<p>Changes Made:</p>	<p>No</p>
<p>Summary:</p>	<p>This policy outlines the process for auditing that will drive continuous improvement at Wellspring Recruitment and Care Services Limited. It has been reviewed with no significant changes. References and further reading links have been checked and updated.</p>
<p>Relevant Legislation:</p>	<ul style="list-style-type: none"> • 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 • Management of Health and Safety at Work Regulations 1999 • Data Protection Act 2018 • UK GDPR
<p>Underpinning Knowledge:</p>	<ul style="list-style-type: none"> • Author: Skills for Care, (2024), Guide to Improvement: How to improve your service to meet, maintain and exceed CQC Standards [Online] Available from: https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Guide-to-improvement.pdf [Accessed: 10/12/2025] • Author: Care Quality Commission, (2025), Regulations for service providers and managers [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulations-service-providers-managers [Accessed: 10/12/2025] • Author: CQC, (2025), Regulation 17: Good Governance [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-17-good-governance [Accessed: 10/12/2025] • Author: NICE, (2018), Practical steps to improving the quality of care and services using NICE guidance [Online] Available from: https://intopractice.nice.org.uk/practical-steps-improving-quality-of-care-services-using-nice-guidance/index.html [Accessed: 10/12/2025]



Suggested Action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	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.

Quality Compliance Systems
Wellspring Recruitment and Care Services Limited
Downloaded: 16 January 2026
OLAJUMOKE OMOLOLA



1. Purpose

1.1 To develop, maintain and support a culture of best practice in the management and delivery of audits and action planning within Wellspring Recruitment and Care Services Limited, ensuring focus on continuous improvement.

1.2

Key Question	Quality Statements
RESPONSIVE	QSR4: Listening to and involving people
SAFE	QSS1: Learning culture
WELL-LED	QSW5: Governance, management and sustainability
WELL-LED	QSW7: Learning, improvement and innovation

1.3 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
- Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018
- UK GDPR



2. Scope

2.1 Roles Affected:

- All Staff

2.2 People Affected:

- Service Users

2.3 Stakeholders Affected:

- Family
- Advocates
- Commissioners
- External health professionals
- Local Authority



3. Objectives



3.1 To demonstrate effective governance and quality assurance at Wellspring Recruitment and Care Services Limited through the use of a suite of audit tools and action planning processes, which will maintain a high-quality service for our Service Users.



4. Policy

4.1 The aim of social care is to improve, or maintain, the quality of Service User's lives and their wellbeing. To understand how successful care practice is at Wellspring Recruitment and Care Services Limited and to improve upon it, Wellspring Recruitment and Care Services Limited will measure outcomes using audit. This will check that services are effective for Service Users.

Audit is a quality improvement cycle that involves review of the effectiveness of practice against agreed and proven standards for high-quality care. It involves taking action to align practice with these standards to improve the quality, experience and outcomes of care for Service Users at Wellspring Recruitment and Care Services Limited.

Audit identifies unmet needs and unacceptable variation in care, drives quality improvement and efficiency, and showcases excellence. Where practice meets and exceeds statutory requirements, audit is a means to confirm and demonstrate this.

4.2 Audits at Wellspring Recruitment and Care Services Limited will form part of an effective quality assurance system. The compliance management system at Wellspring Recruitment and Care Services Limited, of which this policy is a part, is such a system.

4.3 Regular audits will be carried out by Wellspring Recruitment and Care Services Limited using standardised auditing tools; these will record progress and, where any identified improvement areas are recorded, action plans will be implemented which demonstrate the intention to continuously improve the service.

4.4 Audits at Wellspring Recruitment and Care Services Limited will only be undertaken by competent, skilled, knowledgeable and experienced members of staff.

On behalf of Wellspring Recruitment and Care Services Limited, Olajumoke Omolola will be responsible for ensuring audits are allocated, completed and reported in line with regulatory requirements and those carrying out audit responsibilities have the appropriate training in place to do so.

4.5 Action plans at Wellspring Recruitment and Care Services Limited will be regularly monitored and all those responsible for action points will be held accountable for their completion. Outcomes from these actions will also be shared across the wider business of Wellspring Recruitment and Care Services Limited.

4.6 In line with the policies and procedures at Wellspring Recruitment and Care Services Limited, audits and action plans will be subject to structured and ongoing review to ensure that they remain fit for purpose and conform to changing legislation, regulation and best practice recommendations.



5. Procedure



5.1 Auditing

Wellspring Recruitment and Care Services Limited will undertake a programme of planned audits that will meet its requirements for quality assurance in all parts of the business, whilst reflecting and supporting the objectives, strategy and plans of the quality framework at Wellspring Recruitment and Care Services Limited.

The programme of planned audits for Wellspring Recruitment and Care Services Limited will take the form of 12 audits annually, across all parts of the business. Additional quality assurance checks that will take place at Wellspring Recruitment and Care Services Limited include:

- 10% of Care Plans audited per month
- 10% of MARs (Medication Administration Records) audited per month
- 10% of visit logbooks audited per month

Wellspring Recruitment and Care Services Limited must ensure that the staff designated to complete the audits are provided with the time to prepare. Additionally, they must have the necessary skills, experience, knowledge and competence to undertake an audit and identify when improvement areas are needed.

A Good Governance Planner can be found in the Resource Centre of the QCS system to support the audit planning process at Wellspring Recruitment and Care Services Limited.

5.2 Planning

To support the implementation of the audit programme, Wellspring Recruitment and Care Services Limited will maintain a system to track the following:

- Planned dates of audits for the year ahead
- Identification of competent, responsible members of staff assigned for each audit
- Completed audits with outstanding actions
- Risks identified during the audit process and actions taken
- Findings from a root cause analysis around each action point
- Overarching view of progress of all outstanding actions with roles and responsibilities documented

5.3 Responsibilities of Designated Staff

The competent, responsible person carrying out the assigned audit will use the relevant audit tool and action plan for that specific part of the business.

This person will also be responsible, where required, for developing an action plan and this will be reviewed and agreed with Olajumoke Omolola.

Olajumoke Omolola must keep the competent, responsible person informed of progress and immediately report any concerns or potential delays that may arise in meeting the agreed actions cited on the action plan.

5.4 Action Planning

Action planning must be at the heart of all processes at Wellspring Recruitment and Care Services Limited and will take place at every level of governance and management to ensure continuous development and improvement.

Improvement areas from completed audits will be documented and tracked through robust action plans, with a commitment to re-audit made, where this is required.



Action plans at Wellspring Recruitment and Care Services Limited must be specific, measurable, achievable and realistic. They will display clear timescales and accountability for each action must be provided.

Action plans must also include the following information:

- What the agreed action is and any associated actions
- What resource is required to complete the action
- When progress is expected and completion dates
- Any comment, cross-referencing of actions or further work after completion

Not all audits at Wellspring Recruitment and Care Services Limited will require an action plan, e.g. where an audit shows that standards are being met or guidance followed. For such audits, there will be an explicit statement saying, 'no further action required' and a reason provided for no re-audit taking place.

The progress of the action plans at Wellspring Recruitment and Care Services Limited will be provided by Olajumoke Omolola to the wider team. The action plan must also be updated regularly to track progress and it will depend upon the nature of the content as to how frequent this will be. This must be agreed by the responsible person and Olajumoke Omolola.

Wellspring Recruitment and Care Services Limited and Olajumoke Omolola are responsible for compiling any action plan required by the Care Quality Commission or other body in response to a report or request from that body.

Each member of the management team at Wellspring Recruitment and Care Services Limited has an obligation to understand action planning and how it relates to them and their team.

5.5 Re-audit

For Wellspring Recruitment and Care Services Limited to gain assurance that the full audit cycle is achieved, re-audit may be necessary to determine whether agreed actions have been implemented in accordance with the original action plan.

Olajumoke Omolola will determine and agree who is best placed to complete the re-audit.

5.6 Continuous Quality Improvement

The audit and action plan programme provides Wellspring Recruitment and Care Services Limited with the ability to track learning and development across the business. Root cause analysis must also be undertaken around each action to ensure that the underlying reason for the action point has been identified and ultimately resolved.

Olajumoke Omolola will ensure the completion of actions identified from the audits and manage any delays or inconsistencies in a timely manner.

Audits and their results will be shared amongst the relevant staff in order to further develop their knowledge and to support best practice across the business. Where training and further development is required, this will be accessed in a timely manner by Olajumoke Omolola.

In addition to designated staff, Olajumoke Omolola must also undertake audits across all parts of the business to provide further assurances of the quality and integrity of the audit process and programme. This must be as agreed with Wellspring Recruitment and Care Services Limited.



Spot checks and observation of practice must also be completed by Olajumoke Omolola or a designated other, to provide evidence that changes implemented as a result of an audit are sustained and embedded in daily practice.

Audits and action plans at Wellspring Recruitment and Care Services Limited will be reviewed Varies from 1 months - 12 months to ensure that they remain in line with current practice recommendations, legislation and regulation.



6. Definitions

6.1 Quality Assurance

- The maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production

6.2 Audit Cycle

- The audit cycle in healthcare terms has been identified as a means of completing an initial audit, changes are implemented and a final re-audit is undertaken to demonstrate improvement

6.3 Root Cause Analysis

- The process to analyse the cause of incidents, determining the overall 'root cause' and learning from this, so that, where possible, the risk of recurrence is reduced
- Root cause analysis is part of good governance processes and allows a business to continuously develop by resolving the fundamental issues it may be experiencing

6.4 Action Plan

- An action plan is a document that lists what steps must be taken in order to achieve a specific outcome ensuring who, when and what is needed to achieve the goal
- Action plans can be used at all levels of business, for example, used to implement strategic plans, actions from meetings or individual objectives

6.5 Audit

- An independent review of a company's documents to ensure the effectiveness of the work practices against agreed standards and regulations
- For the health and social care sector this will be in relation to CQC requirements



7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Wellspring Recruitment and Care Services Limited completes robust action plans to ensure that improvement areas are accounted for, developed and produce a satisfactory outcome
- Fundamentally, the aim of health and social care is to improve or maintain the quality of people's lives and their wellbeing, through personalisation and empowerment
- In order to review if this is achieved at Wellspring Recruitment and Care Services Limited, there is a need to measure outcomes against a set of standards that are determined by best practice, legislation and regulations



- Audits are necessary within every functioning part of the business and at Wellspring Recruitment and Care Services Limited we complete 12 annually to maintain our quality standards
- Audits are a means of helping staff to become better at what they do, to understand how their role helps to maintain and improve the quality of services, and to identify any training and development needs that may be necessary



8. Key Facts - People Affected by The Service

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

- Wellspring Recruitment and Care Services Limited will ensure that all actions are monitored to make sure that they are happening and that they are completed in the way they must be
- Wellspring Recruitment and Care Services Limited seeks to continuously monitor the service it offers to ensure that it is of a high quality and that it is safe. This involves auditing all areas of the service and putting action plans in place, where necessary
- Your feedback will form part of the audits and you are fully encouraged to be involved



Further Reading

SCIE - Safeguarding Adults Boards - Reviews and case audits

<https://www.scie.org.uk/safeguarding/adults/safeguarding-adults-boards-checklist-and-resources/quality-assurance/reviews-and-case-audits/>

Skills for Care - Good and Outstanding Care (GO)

<https://www.skillsforcare.org.uk/CQC-provider-support/Delivering-good-and-outstanding-care/Delivering-good-and-outstanding-care.aspx>

QCS Good Governance Planner



Outstanding Practice

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

- Wellspring Recruitment and Care Services Limited ensures that there is a strong emphasis on continuously learning new ways of doing things so that staff know how to meet the diverse needs of Service Users
- Wellspring Recruitment and Care Services Limited involves Service Users in the audit process



- Audits are completed in a timely manner as part of a scheduled programme. Identified actions are acted on and checks are made to ensure that these are embedded into the business
- Audit and action plan results are shared with staff and used as a reflective learning opportunity to change practice and develop knowledge
- Audit tools and action plans are reviewed to ensure that they remain current and fit for purpose
- Wellspring Recruitment and Care Services Limited includes national audits in addition to its own suite of audits to promote a proactive culture of continuous benchmarking of practice
- The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Action Plan Template	To track the progress of actions that have resulted from an audit	QCS
Daily Progress and Evaluation Record Audit - QQ19	To audit the daily progress and evaluation record.	QCS
Monthly Visit Log Audit - QQ19	To audit the monthly visit logs for each Service User.	QCS



Action Plan Template

No.	Unit (Department, Branch, etc.)	Topic / Workstream (e.g. Retention, Recruiting)	Action Point - Measure/Activity	Dates dd/mm/yy	Progress	Status
			Responsible person:	Start		
				Planned End		
				Effective End		
			Responsible person:	Start		
				Planned End		
				Effective End		
			Responsible person:	Start		
				Planned End		
				Effective End		
			Responsible person:	Start		
				Planned End		
				Effective End		

Print additional pages as needed.





Action No	Update _ _ _	Update _ _ _	Update _ _ _	Update _ _ _	Update _ _ _	Update _ _ _

Progress		Status	
1	Not Started	On Track	On time, on spec and on budget
2	Started	Partial	Minor deviation (expected)
3	On Hold	Off Track	Serious deviation (time, spec, budget). Escalation
4	Completed		

Print additional pages as needed.



Daily Progress and Evaluation Record Audit - QQ19

Service User Name:	
Service User Number:	
Auditors name:	
Auditors signature:	
Date:	
Answer the following questions Yes or No as appropriate, where the answer is No please enter detailed findings within the 'Findings' box. Once relevant action has been taken please complete the 'Actions Taken' box.	
Q1. Have the Service User's details been fully completed on the daily progress and evaluation record? Yes/No	
Findings	
Action Taken	
Q2. Have all records been completed correctly with the date, time and name, role and signature of the person completing the record? Yes/No	
Findings	



Action Taken
Q3. Do the date and times of the records correspond to the Service User's scheduled visits? Yes/No
Findings
Action Taken
Q4. Are all records legible and completed in black ink? Yes/No
Findings





Action Taken
Q5. From reviewing the progress and evaluation of care records are they detailed and take into consideration the activities of daily living (ADLs), that are applicable to the service being provided to the Service User? Yes/No
Findings
Action Taken
Q6. Do the progress and evaluation of care entries match the Service User's requirements as detailed in their Care Plan? Yes/No
Findings
Action Taken





Q7. Where applicable, have any concerns noted in the daily progress and evaluation records been followed up in line with policy at Wellspring Recruitment and Care Services Limited? Yes / No / n/a
Findings
Action Taken
Overall Comments
Follow-up Actions

Monthly Visit Log Audit - QQ19

Service User Name		Unique ID	





Month:		Audit Date:	
Audited by:		Signed:	

Visits			
No. of planned visits:		No. of Actual Visits:	
No. of Service User cancellations:		No. of Provider Cancellations:	
No. of Late Visits:		No. of Missed Visits:	

Visit Records	Yes / No	Comments
Signed In and Out:		
Visit Records Completed:		
MAR Charts Completed:		
Visit Logs Signed by Service User:		
Contracted Hours Delivered:		

Accident / Incident Forms	No.	Reported to Office	Comments
No. of Accidents / Incidents:			
No. of Falls:			
Medication Incidents:			
Other:			



Additional Comments / Findings

Audit Action Plan				
Issue	Actions Taken / Required	By Whom	By When	Completed

