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| **Core Services**  Mediline Supported Living Ltd. is a social care and training provider offering a wide range of services to vulnerable adults, disabled people, and the elderly to enable them to live independently within their own communities. Our aim is “Helping People Shape their Future through Personalised Support”. The company delivers safe, caring and responsive services ensuring that people receive high quality, person centred support.  We strive to continually improve our services by regularly seeking feedback from people we support, our staff and other partners in care. Our internal review procedures ensure that we provide services which both meet the needs and preferences of those receiving services whilst meeting all regulatory compliance requirements for the Care Sector.  The company’s head office is located in Merseyside, with regional offices based in Manchester and Standish. Services are provided throughout Merseyside, Greater Manchester and Lancashire. In 2016 North West Community Services joined the Mediline Group enabling us to deliver a more diverse provision of services over a wider geographical area. Quality as a Way of Life We have a proven track record as a highly successful social care and training provider. Our reputation as “provider of choice” for the people we support is built on our ethos that quality of support is embedded in our service delivery and our commitment to continually improve to ensure a personalised approach which enables people to live the lives of their choice.  It is the policy of ***Mediline Supported Living*** *t*o:   * Promote dignity and respect in all aspects of support provision. * Be responsive and flexible to meet the needs of the people we support. * Strive to empower people we support to make choices and decisions that will enable them to live the lives they want to * Promote a culture of openness, trust and honesty. * Recruit the best possible staff with the values to provide caring and compassionate support. * Ensure all staff have the necessary skills, qualifications and experience to provide a personalised service. * Deliver services in a way that meets individual needs and preferences. * Deliver a consistent and responsive approach to requests and enquiries about support. * Work in partnership with the people we support, their families, contractors and partners to achieve the best outcomes for those who use our services. * Provide all of our employees with secure working environments and the most effective tools to do the job in order to ensure success. | All Mediline Supported Living staff have a responsibility to ensure that the quality policy is implemented throughout the organisation. The Managing Director and Group Quality Manager have responsibility for the effective implementation of the quality management programme. Directors and heads of departments will ensure that the policy, and all associated processes and procedures are followed. Leadership The Board of Directors ensures that the leadership, management and governance of our company is committed to the delivery of high quality person centred services, supports continual improvement and innovation, and promotes an open and fair culture. Managers work closely with our partners and contractors to ensure our services meet or exceed the required standards and the expectations of those we support.  The company is committed to establishing and maintaining effective relationships with all of our partners, contractors and those we support, ensuring that the best possible service outcomes remain the focus of service provision at all times.   People Matter Mediline Supported Living is committed to ensuring we continually improve the services we provide to the people we support who are the people that matter the most. We place great emphasis on seeking their views and the views of staff and other partners. We always listen and where there is a need to improve, we look to provide training or change systems in the workplace that will support our staff to improve the delivery of our services. Continual improvement The Quality Group will determine the opportunity for improvements to the company’s quality programme. The company’s annual business plan will set the service improvements required to ensure we continue to improve in every aspect of our work and the services we provide. All our staff regularly have the opportunity to contribute their suggestions for improvements. Communication of the Policy Statement The Quality Statement will be displayed on principal notice boards and brought to the attention of all employees. It will also be communicated to stakeholders, business partners and those with whom we seek to work.    Managing Director, Mediline Supported Living Ltd. November 2021 |