



What is a Quality and Compliance review?

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Easy Read

Why do we have quality and compliance reviews?



A review will show if a person is living the life they choose, if they are happy!



They are to make sure the support you receive is meeting **Dimensions standards** and the expectations from **CQC/CSSIW**.



Dimensions Standards are a list of things that everyone in Dimensions must do to make sure people are safe, respected and know their rights.



CQC/CSSIW is a public body who carry out reviews to check that people are provided with safe, effective and high-quality care, and to encourage support to improve.



Dimensions want to be sure that people are receiving the right support and this is one of the ways to find out.

Who are the reviewers?



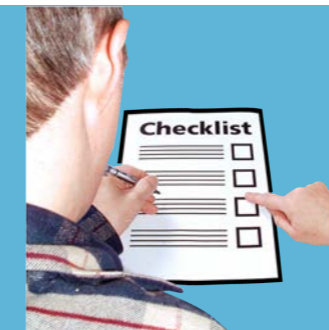
A **quality and compliance auditor** is someone that checks to make sure a service has everything to keep people safe and well supported.



A **Quality Checker** spends time with people supported by Dimensions to get their own view of the support they get.



A **Family Expert** spends time with people supported by Dimensions to get their own view of the support they get.



A **Professional Expert** supports the auditor to make sure a service has everything to keep people safe and well supported.



Only 2 members of the **review team** will visit you. The quality and compliance auditor leads the review.

What happens at a review?



Quality and Compliance Auditors will look at support documents held electronically to ensure they are of a high quality.



The **review team** will speak to people supported, their family and friends to ask them their views on the support received.



The **review team** will chat with people supported and their support staff and ask their views on the support received and how it could be improved.



The **review team** will look at some support documents in peoples homes to check they are of a high quality.



The **review team** will spend time with people supported whilst you they are carrying out your activities.

What happens next?



At the end of the review day the **review team** will feedback their findings to the locality manager.



The **review team** work together to make sure that what 'they' each observe or learn about people is in the notes.



Quality and Compliance Auditors will write and send a report to the locality manager with details of the review findings.



People supported will get an easy read letter about the visit and the manager will talk to about the recommendations the **review team** make that relate to them.



The **Quality and Compliance Review teams** want the review to be a positive experience for people and will work hard to include everyone as much as they can.