



UCCS QUALITY POLICY

Version: 2.0

Owner: UCCS Managing Director

Approved by: UCCS Board

Date approved: January 2026

Next review: January 2027

This policy is communicated to all staff, shared with relevant stakeholders, reviewed annually for suitability and made available to interested parties upon request.

UCCS service users and families are actively involved in shaping our care services and contributing to service evaluation and improvement.





Unique Contact and Community Services Quality Policy

The objective of **Unique Contact and Community Services (UCCS)** is to provide service users with safe, high-quality and person-centred support that promotes comfort, dignity and wellbeing. To achieve this, we are committed to delivering services that meet the needs of adults, children and families and reflect the highest professional standards.

Our organisation is committed not only to providing good quality support but also to ensuring that all service users feel comfortable, respected and supported throughout their engagement with our service.

The Managing Director of **Unique Contact and Community Services (UCCS)** is committed to:

- Establishing clear, measurable quality and business objectives that reflect the organisation's purpose, context and strategic direction, and that take account of any associated risks and opportunities.
- Monitoring and reviewing the effectiveness of business processes through regular management reviews, audits and performance oversight. Our organisation identifies and evaluates risks and opportunities associated with its business processes to ensure they support strategic objectives and continuous improvement.
- Ensuring full compliance with all applicable legal, regulatory and accreditation requirements, including **CQC** Fundamental Standards and **NACCC** accreditation standards. These standards incorporate structured safeguarding and confidentiality protocols that ensure safe, consistent and compliant service delivery.
- Maintaining robust safeguarding practices for adults and children in line with statutory guidance and best practice.
- Ensuring confidentiality and data protection in accordance with **GDPR** and the **Data Protection Act 2018**. **UCCS** maintains confidentiality and ensures GDPR compliance for both employees and service users.
- Supporting staff training, supervision and development to maintain competence, confidence and high-quality service delivery.
- Upholding Safer Recruitment processes to ensure the suitability of all staff.



Quality objectives are supported through:

- High standards of customer care and communication.
- Compliance with **CQC** and **NACCC** requirements, including safeguarding, confidentiality and structured reporting protocols.
- Mandatory training, risk assessments and safeguarding checks for all staff.
- Annual internal audits, regular staff supervisions, competency assessments and management review meetings.
- Continuous Professional Development (CPD) opportunities.
- Recording, reviewing and learning from incidents, accidents and complaints.
- A person-centred approach that involves service users and families in shaping their support.
- Use of the **Birdie** electronic monitoring system, spot checks, quarterly telephone monitoring and anonymous feedback mechanisms.
- Ongoing evaluation and continuous improvement of our services.

Unique Contact and Community Services maintains an effective Quality Management System based on the requirements of **ISO 9001:2015**, which supports consistent, reliable and continually improving service delivery. The continual development of this system is essential to our success and is the responsibility of every employee as part of their daily work.

Our quality objectives also support safer recruitment practices, quarterly telephone monitoring, random spot checks for care services and the implementation of anonymous feedback mechanisms to ensure service user participation and service transparency.

This policy has been authorised by

Managing Director: **John Gbadamosi**

Signature:

A handwritten signature in black ink, appearing to be 'J. Gbadamosi', written over a light grey circular watermark.

Unique Contact and Community Services

Updated January 2026