



Review Sheet



Last Reviewed
23 Sep 2025



Last Amended
23 Sep 2025



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

Business Impact:



Minimal action required. Circulate information amongst relevant parties.

LOW

Reason for this Review:

Other

Changes Made:

Yes

Summary:

This Good Governance Policy and Procedure provides guidance and support on the measures and requirements in place at Silverlink Care Agency Ltd. It has been updated with small addition to section 1.5. Underpinning Knowledge and Further Reading reference links have also been checked and updated.

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: 23/09/2025]
- Author: CQC, (2024), Notifications [Online] Available from: <https://www.cqc.org.uk/guidance-providers/notifications/notification-finder> [Accessed: 23/09/2025]
- 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: 23/09/2025]
- 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: 23/09/2025]
- 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: 23/09/2025]
- Author: Information Commissioner's Office, (2024), Link to the ICO Website for Information and Guidance [Online] Available from: <https://ico.org.uk/> [Accessed: 23/09/2025]
- Author: NHS, (2024), Data Security and Protection Toolkit [Online] Available from: <https://www.dsptoolkit.nhs.uk/> [Accessed: 23/09/2025]
- Author: CQC, (2024), Assessing Quality and Performance [Online] Available from: <https://www.cqc.org.uk/guidance-regulation/providers/assessment/assessing-quality-and-performance> [Accessed: 23/09/2025]
- Author: Department of Health and Social Care, (2023), Health and Care Act 2022: Adult social care information provisions [Online] Available from:

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

| | |
|-----------------------------|--|
| | <p>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 [Accessed: 23/09/2025]</p> <ul style="list-style-type: none">• Author: Information Commissioner's Office, (2024), Accountability and Governance [Online] Available from: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/accountability-and-governance/ [Accessed: 23/09/2025] |
| Suggested Action: | <ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App |
| 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> |

Quality Compliance Systems
Silverlink Care Agency
Downloaded: 21 October
Regina
Chukwudi



1. Purpose

1.1 Local Review and Approval Statement

I confirm that I have read and approved this policy as suitable for use at Silverlink Care Agency Ltd.

- **Approved by:** Regina Chukwudi
- **Job role:** Registered Manager
- **Date:** 18/11/2025
- **Date of next review:** 10/11/2025
- **To be reviewed by name:** Regina Chukwudi.

- **Summary:** I have read and reviewed the policy and confirm its suitability for use at Silverlink Care Agency Ltd.

1.2 To describe what good governance means to Silverlink Care Agency Ltd and the processes that contribute to it. The term 'good governance' links to a quality management framework within Silverlink Care Agency Ltd, including quality assurance.

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

1.3 To specify who has accountability and what action Silverlink Care Agency Ltd takes to continuously improve services.

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

1.5 This policy should be read in conjunction with:

- The Quality and 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

1.6

| 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 |

1.7 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 - Have overall responsibility for the day-to-day running of the organisation

2.2 People Affected:

- Service Users

2.3 Stakeholders Affected:

- Commissioners
- External health professionals
- Local Authority
- NHS

3. Objectives

3.1 To demonstrate the role Silverlink Care Agency Ltd and its management play in strategically leading and managing the service through good governance and continuous learning.

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

3.3 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.

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

4. Policy

4.1 Silverlink Care Agency Ltd Responsibilities and Representatives

It is the responsibility of both the nominated individual, Adejoke Asemota and the registered manager, Regina Chukwudi at Silverlink Care Agency Ltd 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 General Data Protection Regulation (GDPR) is met

There may however be times where the Registered Manager - Have overall responsibility for the day-to-day running of the organisation and nominated individual are the same person. In order to ensure impartially, Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd.

4.2 Silverlink Care Agency Ltd Statement

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

Adejoke Asemota and Regina Chukwudi of Silverlink Care Agency Ltd will:

- Take a human rights-based approach that protects and upholds a Service User's right to privacy,

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

dignity, choice, respect and control

- Encourage, listen and respond to the views of Service Users, staff and people who have an interest in Silverlink Care Agency Ltd
- 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 Silverlink Care Agency Ltd 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 at Silverlink Care Agency Ltd, learning lessons and improving the service
- Analyse governance processes to identify themes and trends and take corrective action where required
- Review all governance processes to ensure that staff work innovatively and are effective
- Ensure that the UK General Data Protection Regulation (UK GDPR) is met

Silverlink Care Agency Ltd follows this policy and procedure to ensure it creates an environment in which excellence in care flourishes.

4.3 Accountabilities - Silverlink Care Agency Ltd

Adejoke Asemota is responsible for:

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

4.4 Responsibilities - Registered Manager - Have overall responsibility for the day-to-day running of the organisation

Regina Chukwudi is responsible for the following:

- The overall management of Silverlink Care Agency Ltd
- 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, Adejoke Asemota. Where this is the same person, Silverlink Care Agency Ltd 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

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

- Raise at good governance meetings, team meetings, Service User, friends and family meetings at Silverlink Care Agency Ltd
- To collate, report and use data to inform stakeholders of the quality of the service
- 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

Silverlink Care Agency Ltd, nominated individual Adejoke Asemota, alongside the Registered Manager - Have overall responsibility for the day-to-day running of the organisation, Regina Chukwudi, will ensure that contingency measures are in place for managing any short or long-term absence of Regina Chukwudi and where timescales dictate, due notifications to regulatory bodies will be made.

4.5 Responsibilities - Care Worker

All Care Workers are responsible for the following:

- To work within their job description and code of conduct
- To complete all records in line with the Record Keeping Policy and Procedure at Silverlink Care Agency Ltd, ensuring factual accuracy and security
- To provide the Care as planned
- To raise concerns and suggestions in a timely manner
- To identify personal learning needs
- To follow the policy and procedure
- To work within codes of conduct and act as a role model at all times

4.6 Information Governance

Silverlink Care Agency Ltd understands it is accountable for compliance with the UK General Data Protection Regulation 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 policies and procedures at Silverlink Care Agency Ltd.

Areas of governance at Silverlink Care Agency Ltd comply with the standards and requirements of the Information Commissioner's Office, including registration, alongside which, the policies and procedures also provide a framework for 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 Silverlink Care Agency Ltd manages information.

4.7 Regulatory Inspections

Silverlink Care Agency Ltd 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.

Silverlink Care Agency Ltd 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.

Silverlink Care Agency Ltd 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

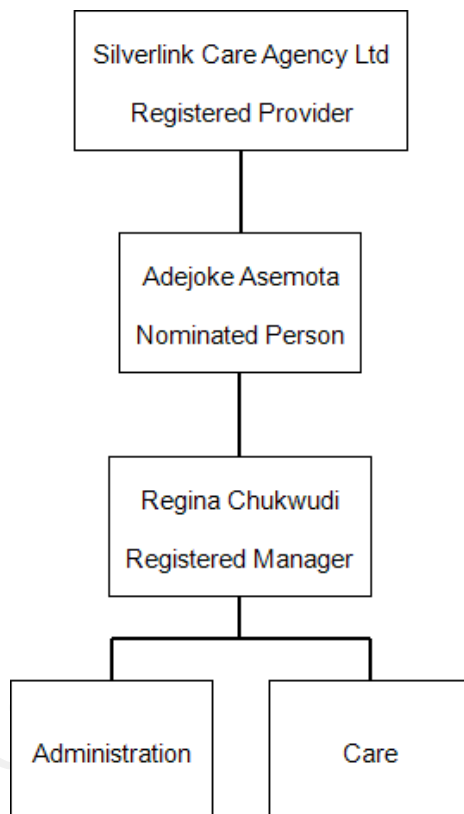
5.1 Organisational Chart

The Organisational Chart at Silverlink Care Agency Ltd details the staffing structure within the service.



This will be maintained to reflect key lines of leadership and management within Silverlink Care Agency Ltd, and where applicable, to demonstrate the wider management networks within Silverlink Care Agency Ltd.

Silverlink Care Agency Ltd will have clear reporting lines in place and staff will be aware of who their line manager is.



Staff should refer to the Business Plan at Silverlink Care Agency Ltd for further details around staffing details and strategic plans.

5.2 Accountability

The Registered Manager - Have overall responsibility for the day-to-day running of the organisation, Regina Chukwudi, and Nominated Individual, Adejoke Asemota, of Silverlink Care Agency Ltd, have overall management responsibility for this policy and procedure and for ensuring the proper governance of Silverlink Care Agency Ltd. This is in line with the Policy Management Policy and Procedure at Silverlink Care Agency Ltd.

Where the Registered Manager - Have overall responsibility for the day-to-day running of the organisation and nominated individual are the same person, in order to ensure impartially, Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd.

- Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd
- Where there is accountability for informing external stakeholders such as regulatory bodies, the NHS and local authority, all roles and responsibilities are documented

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

- Staff will ensure that they work within their own professional codes of conduct at all times and Silverlink Care Agency Ltd will not hesitate to contact professional bodies to notify areas of proven concern within the bodies' remit
- All staff at Silverlink Care Agency Ltd have accountability for ensuring that they work within the safeguarding procedures of Silverlink Care Agency Ltd and Essex County Council, and any poor practice or failure to follow the procedures will result in disciplinary action
- Contingency plans will be put in place in the event of the absence of Regina Chukwudi and will detail who will have overall responsibility in the absence of the Registered Manager - Have overall responsibility for the day-to-day running of the organisation
- Staff will ensure the continuation of the service including:
 - Notifications made to the Care Quality Commission about any planned or unplanned absences of Regina Chukwudi from Silverlink Care Agency Ltd that is for a continuous period of 28 days or more
 - Silverlink Care Agency Ltd will explain how the service will be run during the period of absence and when Regina Chukwudi returns from a significant absence
- Regina Chukwudi 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, Regina Chukwudi 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 Regina Chukwudi 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 Silverlink Care Agency Ltd.

5.3 Communication

Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd.

5.4 Involvement of Service Users, their Carers and Those Legally Responsible

- 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
- Silverlink Care Agency Ltd will listen to Service Users and Silverlink Care Agency Ltd will make the changes needed after analysing the information, specifically Adejoke Asemota and Regina Chukwudi will use:
 - Systems, such as surveys, will be used to gain Service User 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
- Silverlink Care Agency Ltd will work to the Accessible Information Standard to ensure equity for the people who use its services
- Silverlink Care Agency Ltd has an accessible complaints 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 Silverlink Care Agency Ltd and Relevant Agencies and Bodies

As well as Service Users, Silverlink Care Agency Ltd will meet and engage with stakeholders to consult, gain feedback and comment on the service and any changes to it

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

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

Silverlink Care Agency Ltd, specifically Adejoke Asemota and Regina Chukwudi, will ensure that all stakeholders receive feedback on their input.

Further guidance on feedback and surveys can be found in the Stakeholder Surveys Policy and Procedure at Silverlink Care Agency Ltd.

5.5 Quality Assurance and Audit

Regina Chukwudi is responsible for quality assurance within Silverlink Care Agency Ltd.

The quality assurance processes at Silverlink Care Agency Ltd 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 - Have overall responsibility for the day-to-day running of the organisation, Regina Chukwudi, 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, environmental management as detailed further within the Quality and Quality Assurance Policy and Procedure at Silverlink Care Agency Ltd.

Regina Chukwudi will undertake reviews and monitor systems and processes to identify where quality or safety issues are being compromised and will respond 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 the 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, Silverlink Care Agency Ltd values all feedback and implements strategies for development in any problem areas identified

Further details of the quality assurance and audit processes at Silverlink Care Agency Ltd can be found within the Quality and Quality Assurance Policy and Procedure of Silverlink Care Agency Ltd.

5.6 Risk Management

Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd, 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
- Having clear procedures regarding highlighting and reporting concerns. Staff should refer to the Raising Concerns, Freedom to Speak up and Whistleblowing Policy and Procedure at Silverlink Care Agency Ltd
- Ensuring that records are accurate, factual 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 we will follow 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 Silverlink Care Agency Ltd is learning from incidents

5.7 Staff Management

- Staff will be supervised in line with the Supervision Policy and Procedure and this will be recorded and evidenced

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

- 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

5.8 Continuing Professional Development

- Staff skills will be regularly reviewed and where additional training is required, this will be identified and provided
- Opportunities will be provided to widen skills, understanding and knowledge
- This will increase the ability of staff, and ultimately, Silverlink Care Agency Ltd, to provide effective, timely and responsive support
- Where incidents arise, a root cause analysis will assess whether training needs to be reviewed

5.9 Remedying 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
- Silverlink Care Agency Ltd will ensure that its staff are aware of key policies and procedures such as Whistleblowing, Safeguarding, Accident and Incident Reporting 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 Silverlink Care Agency Ltd and checking the QCS online or mobile app for updates and documents
- Regina Chukwudi has responsibility for ensuring that the policies and procedures within QCS Compliance Centre are customised and reflect all aspects of governance processes within Silverlink Care Agency Ltd, and that staff have read and understood the documents

5.10 Record Keeping and Personal Information

Silverlink Care Agency Ltd will securely keep and maintain accurate, complete and detailed records of Service Users and any information relating to the planning and delivery of care and treatment (including policies and procedures, audits and government arrangements) to ensure a clear and transparent audit of Service User care and support and identified needs, wishes and consent.

Where a 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 Regulations 7 Principles of:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

- Accountability

All information will be kept securely and accessible only by authorised persons.

5.11 Evaluation

The nominated individual, Adejoke Asemota and the Registered Manager - Have overall responsibility for the day-to-day running of the organisation, Regina Chukwudi, at Silverlink Care Agency Ltd will evaluate this policy and procedure annually, utilising stakeholder feedback, quality assurance and monitoring.

Where information comes to light that requires change before this point, the nominated individual Adejoke Asemota and the Registered Manager - Have overall responsibility for the day-to-day running of the organisation, Regina Chukwudi will make changes and distribute the updated policy when the changes are required.

In circumstances where the nominated individual and the Registered Manager - Have overall responsibility for the day-to-day running of the organisation are the same person Silverlink Care Agency Ltd 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 evaluation of governance processes.

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_user_text}s, 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

7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

**Silverlink Care Agency Ltd**

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

- Silverlink Care Agency Ltd 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 Silverlink Care Agency Ltd will have an appraisal process in place so that staff understand what they are accountable for
- Silverlink Care Agency Ltd 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:

- Silverlink Care Agency Ltd 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
- You will be involved, and your opinions sought regarding the care and support provided

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 Silverlink Care Agency Ltd

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:

- Where mistakes or errors are identified through governance processes, they are addressed in a timely manner and they do not reoccur
- Silverlink Care Agency Ltd consistently carries out analysis following any incidents, including safeguarding incidents, to understand lessons learnt and prevent issues arising again
- 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 Regina Chukwudi
- Accountability and responsibility for governance is widely known and people are actively seeking responsibility
- Service improvements can be directly attributed to the governance processes
- Silverlink Care Agency Ltd has evidence of being exceptionally open and transparent in the area of governance
- External organisations are involved in governance structures at Silverlink Care Agency Ltd



Silverlink Care Agency Ltd

Innovation Centre, Knowledge Gateway, Boundary Road, Colchester, Essex, CO4 3ZQ

- The wide understanding of the policy is enabled by proactive use of the QCS App
- Silverlink Care Agency Ltd uses best practice resources to inform development and evidence that governance drives improvement

Quality Compliance Systems
Silverlink Care Agency
Downloaded: 21 October
2025
Regina
Chukwudi