



'ISO' and 'CQC' Information

'ISO' (International Organisation for Standardisation)

The ISO is a non-governmental organisation that is based in Geneva. The organisation is a world developer in standards, and co-ordinates the system. The 'ISO' is a voluntary standard and there is no legal authority to enforce the implementation.

Spinal Home Care voluntarily conform to the ISO 9001:2000 which is concerned with 'quality management' systems; this includes training and development, complaints procedures and risk management.

The ISO standard is seen as a sign of quality and provides assurance to both clients and staff who use the service and also registration authorities (CQC).

Spinal Home Care is inspected twice yearly to ensure that we conform to the standards; if standards are not achieved then they will revisit to confirm compliance.

www.iso.org

Care Quality Commission

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 tell the domiciliary care providers the standards they must achieve.

On 1st April 2009 the Care Quality Commission was introduced (CSCI no longer exists). They are the independent regulator of health and adult social care in England. CQC make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve. They will register, monitor and inspect all health and adult social care in England

The Regulation of Care (Scotland) Public Services Reform Act 2010

Scottish Ministers have developed and published their own National Care Standards. The current standards came into effect from 01/04/18 replacing the national Care Standards published in 2002.

The headline outcomes are-

I experience high quality care and support that is right for me.

I am fully involved in all decisions about my care and support.

I have confidence in the people who support and care for me.

I have confidence in the organisation providing my care and support.

I experience a high-quality environment if the organisation provides the premises.

The Care Inspectorate is responsible for registering and inspecting the services listed in the Act.