





Supporting People in Communities
St Patrick's Centre

ST. PATRICK'S CENTRE, KELLS ROAD, KILKENNY.

Policy Document

Quality Conversations Policy

Prepared by: Annette Ryan CSMs	Approval Date: 16.04.2018 15.03.2021	Review Date: 16.04.2020 15.03.2023
Policy Number 29 – Other Policies	Approved By: Signed:  CEO Signed:  Board Member	

Mission Statement

Utilising our resources and skills to provide intentional supports for the people we support; enabling them to live full and inclusive lives by contributing to and enriching the fabric of their local communities.

SPC partners with external agencies and community services to facilitate '*ordinary lives in ordinary places*'

Vision Statement

People supported will live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

Review Date: 15.03.2021 Revision No: 1	Amendments Required Full review of policy Amended timeframes for completion Amended appendices	New Revision Status 15.03.2023
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1 Policy Statement

1.1. St. Patrick's Centre (Kilkenny) (SPC) is committed to providing Quality Conversations that support Leadership, Performance Achievements, Employee Needs, and the Effectiveness of all services.

2. Purpose

2.1. This policy outlines a standardised organisational framework for the implementation, continuing development, and maintenance of a system of Quality Conversations for SPC Employees.

2.2. Regular individual Quality Conversations aim to support Employees, ensuring their work practices and development are supported and overseen in a positive way.

2.3. Regular team meetings are a forum where Team Quality Conversations will take place with the aim to ensure staff's work practices are reflected on encouraging active engagement in work process and on improve the quality of care.

3. Scope

3.1. The scope of this policy is intended to identify and set a minimum standard for Quality Conversations practice, and to implement an effective and consistent approach to Quality Conversations.

3.2. This policy applies to the Quality Conversations of all Employees including team quality conversations within SPC.

3.3. This generic Quality Conversations policy may not include specific requirements, related to clinical Quality Conversations, or Quality Conversations requirements relative to specific projects.

4. Principles

4.1. All Employees have a right to receive Quality Conversation sessions from their Line Manager/Designated Other, operating according to an agreed framework.

4.2. Quality Conversations act to support the development of the on the quality-of-service delivery and positive outcomes.

4.3. Quality Conversations must be undertaken with a commitment to equality standards and be consistent with anti-discrimination law.

5. Roles and Responsibilities

5.1. All Employees have responsibility for their own work standards; to this end Employees are not passive recipients of Quality Conversation sessions. Employees should be fully prepared to engage in these sessions in line with this policy.

- 5.2. All Line Managers/Designated Others must be fully prepared to facilitate Quality Conversations to ensure effectiveness, accountability and good governance.
- 5.3. All Line Managers/Designated Others must have undertaken Online Professional Supervision Training on HSE LanD.ie to support them to engage in Quality Conversations effectively.
- 5.4. SPC has a responsibility to ensure appropriate training is provided for Line Manager/Designated Others, and that the Quality Conversations Policy is fully implemented.
- 5.5. All Line Managers/Designated Others have a responsibility to use a Coaching and Mentoring Approach when engaging with employees during their Quality Conversation meetings.

6. Teamwork

- 6.1. SPC recognise that Teamwork is a crucial part of health and social care, it is necessary for staff to work well together to ensure people using the service have the most appropriate supports they require to experience the “good life”. Employees have opportunities at monthly team meetings to contribute to service delivery and use the space to reflect on their practices.
- 6.2. As members of the team have the opportunity to demonstrate leadership in the delivery of quality services.
- 6.3. Employees have opportunities at their QC to identify any training/developments they require for their Continuous Professional Development (CPD).
- 6.4. Sharing of good practices and encouragement within the team contributes to the development of the team and improves the quality-of-service delivery for the people supported.

7. Quality Conversations Functions

7.1. All aspects of the Employee’s work can be discussed at the Quality Conversations session. The following items should be addressed within each session. Both the Employee and Line Manager/Designated Other can add to this agenda as required:

- 7.1.1. General introduction / agreement of agenda
- 7.1.2. Action plan updates from previous Quality Conversations
- 7.1.3. Professional development/training needs
- 7.1.4. Supports required
- 7.1.5. Delegated duties
- 7.1.6. Keyworking duties
- 7.1.7. Reflection on practices
- 7.1.8. Opportunity to raise any other issues

7.2. Inappropriate Topics for Discussion at Quality Conversations Meetings:

- 7.2.1. Disciplinary and Grievance matters are dealt with on a formal basis outside of the Quality Conversations meetings. However, this does not preclude the Line Manager/Designated Other from discussing issues that may or may not lead to such processes during a Quality Conversations session.

7.2.2. Where there are significant personal issues that are affecting the employee's work experience/performance these may need to be referred to HR for guidance on accessing appropriate supports. It is the responsibility of the Line Manager/Designated Other to create clear, useful boundaries in this regard and to refer on as required.

7.3 Quality Conversations can be used in conjunction with the performance achievement process.

8. Frequency, Length and Location

8.1. Quality Conversations sessions will take place at quarterly intervals and will be documented on Appendix 1 template.

8.2. Additional Quality Conversations can take place at the Line Manager/Designated Other's discretion, or at the request of an employee using template Appendix 3.

8.3. Additional Quality Conversations can take place during team meetings when addressing safe and effective services, which will be documented as part of the team meeting minutes.

8.4. Employees will be informed in their Quality Conversations Agreement session that attendance at Quality Conversations is mandatory.

8.5. Quality Conversations will be held in such a way as to enable reflection and feedback. Therefore, Quality Conversations should be planned in advance so both parties have adequate time to prepare.

8.6. Quality Conversations will only be postponed in exceptional circumstances; on such occasions the postponed session will be rescheduled as soon as possible.

8.7. Quality Conversations will take place in a location that affords privacy and with minimal interruptions.

8.8. Quality Conversations sessions in general may last approximately one hour.

9. Agenda and Preparation

9.1. Both the Line Manager/Designated Other and employee should be fully prepared for Quality Conversations.

9.1.1. A note of any issues to be discussed (in relation to cases or other matters).

9.1.2. Any relevant reports/documentation relating to work progress.

9.1.3. The Quality Conversations form from the previous session.

9.2. An agenda will be drawn up in advance involving both parties. Additional items will be added if necessary, at the beginning of the Quality Conversations session. If required these should be allotted time frames to ensure that all issues are covered within the session.

9.3. Appendix 4 outlines the draft agenda items for Quality Conversations to guide Line-Managers/Designated others.

10. Record Keeping

10.1. Quality Conversations will be recorded in writing in a timely and consistent manner using Appendix 1. Written notes will be maintained by the Line Manager/Designated Other, with a copy made available to the employee. All notes will be signed at the end of the Quality Conversations session by both parties.

10.2. Relevant personal information will only be recorded if it causes concern for the employee's work performance and both parties understand the need for same.

10.3. Areas of differing perspectives between the Line Manager/Designated Other and Employee will be recorded on the Quality Conversations records.

11. Confidentiality

11.1. Quality Conversations sessions are, in general, confidential exchanges. However, the Quality Conversations record is an organisational document which may be seen by others for specific purposes, for example; an organisational audit, HIQA inspections, a senior line manager or where there is a grievance or disciplinary procedure in effect.

11.2. Issues may be raised within the Quality Conversations session that the Line Manager/Designated Other is unable or unwilling to keep confidential e.g. discrimination, duty of care or Employee conflict. This should be made clear to the employee. In this situation, the Line Manager/Designated Other will discuss and, *where appropriate*, agree the action to be taken with the Employee before raising it further.

11.3. Issues of Misconduct, Child Protection and Adult Safeguarding or potential criminal activity directly affecting SPC, will not be kept confidential, and all employees will be made fully aware of this as part of their induction.

12. Equality Issues

12.1. Quality Conversations sessions will be based on anti-discriminatory principles and sensitive to differences between backgrounds and experiences.

13. Disagreements

13.1. Areas of differing perspectives between the Employee and Line Manager/Designated Other will be recorded on the Quality Conversations template (Appendix 1)

13.2. If the Employee wishes to escalate any issues, they should use the Grievance Procedure as per the SPC Grievance Policy. This policy outlines that informal efforts should be made to address issues as close to the source as possible.

13.3. In relation to issues relating to Quality Conversations, they will ideally be discussed within the Quality Conversations session and clear notes kept on the issues and any agreed resolutions to these.

14. Delegated Duties to Employees

Managers/Shift Leaders can delegate tasks and duties to their staff team. Delegation empowers employees and teams, builds trust and assists with personal development. Delegation of task and duties can also identify new skills or necessary development for employees.

Clear delegation is a sign that managers respect their employees' abilities and that manager trust their discretion. Employees who feel that they are trusted and respected tend to have a higher level of commitment to their work, their organisation, and, especially, their manager.

Appendix 6 outlines a (not exhaustive) list of delegated duties within SPC, which can be used by managers to identify tasks for each employee.

15. Keyworker delegated duties

Although every team member has a vital role in supporting the people living in SPC, each person supported has an assigned keyworker/s to oversee and co-ordinate personal planning for the person. The key worker/s has an integral part in communicating and co-ordinating personal planning and maximal quality of life and support for the person supported.

Appendix 5 shows a list (not exhaustive) of keyworker delegated duties to be discussed and developed between the manager and key working employee.

16. SPC Quality Conversations Tools/ Appendices

1. Planning and Structuring Productive Quality Conversations Checklist (Appendix 1)
2. Regular Quality Conversations Template and Action Plan (General) (Appendix 2)
3. Quality Conversations Template (short notice) (Appendix 3)
4. Draft Agenda (Appendix 4)
5. Keyworker delegated duties (Appendix 5)
6. Delegated duties (Appendix 6)

Planning and Structuring Productive Quality Conversations



Before the session

Develop a regular schedule of QC meetings in line with SPC policy for the year and ensure adherence to schedule.

Create a comfortable and confidential environment for the meeting

Place a 'Do not disturb' sign on the door.

Prepare for the meeting:

- Review the actions you and the employee established relating to his/her role and responsibility.
- Reflect on your last meeting – what action items were established?
- Was there follow through on actions promised?
- Review materials and issues that are to be discussed.
- Ensure you have the following to bring to Quality Conversations: Keyworker Responsibility list, Delegated duty list, Training and Development profile, last Quality Conversations form and Action Plan.
- Reflect on the Employee's unique strengths and styles.
- Consider what outputs would benefit the people we support, the employee and the service.
- Be aware of your own work style, your current state of mind and emotions.

During the Meeting

Use Quality Conversations minute template.

Discuss with the employee as to what would be a good outcome for him/her as a result of this meeting. Share your expectations of the employee.

Develop an agenda for the meeting with the Employee at the beginning of the session. If an agenda has been created in advance, make sure you engage the employee in making changes if necessary.

Use the following documents to inform your discussions during the meeting:

- a. Keyworker responsibility checklist (Appendix 5)
- b. Monthly review meeting of person supported as per Personal Plan Framework
- c. Training and Development data
- d. Delegated duty responsibility

Following the Meeting

Follow through on tasks and agreed actions as set out in the action plan on QC minutes template.

Provide the employee with ongoing feedback on progress, information and resources as needed.

Regular Quality Conversations Record and Action Plan

Name of Employee		Employee Signature	
Name of Line Manger/Designated other		Date	
Date of previous Meeting		Line Manger signature	
Date of Meeting		Date	

Item	Discussion
Agreed Agenda	
Review of Work and Action Plan	
Work Plan Targets	
Professional Development	
Other matters arising which might impact on work performance	
Employee comments	
Managers or Designate comments	

Topic Specific Quality Conversations Record Template



Name of Employee		Employee Signature	
Name of Line Manger/ Designated other		Date	
Date of Meeting		Line Manger signature	
		Date	

Topic	Discussion	Actions

Agenda

1. Review of minutes & actions from last meeting

2. Financial/ budget

Any concerns /Over or Under spend /Quality of spend/Audits Completed /Review Receipts /PPA Accounts /Circle of support meetings

3. Health and Safety Issues

Maintenance /Restrictive Practice Overview /Audits Completed / Monthly Checklist /DMS – reports & update

4. Training

Review recent training report /Schedule in place /Issues /Concerns

5. HR/Staff Issues

Probations /Contracts /AL /TOIL /SL /ML /Agency Usage /Disciplinary Issues /Consultations / Redeployments

6. Manager Issues

Workload /WTE's / QC's with staff /Anomalies /Rosters /Transport /Audits/ High & Important information

7. CSM Issues

Complaints /Safeguarding /Trust In Cares /TMS /DMS /AL & TOIL /Audits –MDT, Finance, Medication & Restrictive Practice

8. People supported updates

MDT /Medication Errors & stock checks /Monthly R/V's /Next of Kin/ R/V Incident Report /Residents Meetings/ Visioning

9. HIQA Compliance


Inspections /Notifications submitted /Open Notifications /HIQA Follow Ups /Compliance Plans

10. Performance

Team Meetings /Attendance /Work performance /Audits /Action plans

11. A.O.B

Key Worker Checklist


Key Worker Duties	
Is the person supported Annual Review Visioning meeting completed as per Personal Planning Policy?	<input type="checkbox"/>
Have the roles and goals been identified as per personal planning framework?	<input type="checkbox"/>
Has monthly review taken place and monthly audit completed?	<input type="checkbox"/>
Has the person been supported to engage in their weekly planning?	<input type="checkbox"/>
Do the Biography and My Profile reflect the person's current life, needs, interest, etc?	<input type="checkbox"/>
Are support plans in date and relevant for the persons you are supporting?	<input type="checkbox"/>
Are all risk assessments in date and reviewed for the persons you are supporting?	<input type="checkbox"/>
Are all restrictive practices reviewed and in line with policy?	<input type="checkbox"/>
Any safeguarding cases open and needing follow up?	<input type="checkbox"/>
Have weights and BMI been recorded within the last month?	<input type="checkbox"/>
Are all PEEPS & CEEPS relevant, in date and on file?	<input type="checkbox"/>
Is the person supported medical data sheet on file and reviewed at monthly review?	<input type="checkbox"/>
Is the "OK Health Check" relevant, in date and on file?	<input type="checkbox"/>
Is there evidence of supporting person supported to read emails and send emails	<input type="checkbox"/>
To support the person with their finances	<input type="checkbox"/>
To advocate for the person supported and ensure their rights are being upheld	<input type="checkbox"/>
To mentor and support new staff on the persons Personal Plan, their communication methods, support plans, risk assessments etc	<input type="checkbox"/>
To ensure that any equipment the person may have is regularly cleaned, hygienic and maintained to high standard and state of repair	<input type="checkbox"/>


Delegated Duties


General operations delegated duties	✓
Ensure Incident and Accident Log used appropriately	<input type="checkbox"/>
Ensure there is enough blank documents in place	<input type="checkbox"/>
Ensure Risk assessments are reviewed/completed when required	<input type="checkbox"/>
Ensure all review dates are adhered to, and file reflects same (time tables, PEEPS, Transition Plan etc)	<input type="checkbox"/>
Email PIC weekly regarding issues that need attention	<input type="checkbox"/>
Personal File updates will be a requirement at Team Meetings	<input type="checkbox"/>
Liaise with Staff Nurse allocated to sector weekly (more if required)	<input type="checkbox"/>
Email PIC weekly regarding issues that need attention	<input type="checkbox"/>
Provide feedback and input at Team Meetings	<input type="checkbox"/>
Ensure everyone is completing their delegated duties by completing audits	<input type="checkbox"/>
Complete finance audit monthly with Team Leader /PIC	<input type="checkbox"/>
Complete transport audit	<input type="checkbox"/>
Ensure epilepsy audit is completed monthly, delegate to keyworker	<input type="checkbox"/>
Complete safeguarding audit	<input type="checkbox"/>
Complete complaint audit	<input type="checkbox"/>
Report findings and submit copy to Team Leader /PIC	<input type="checkbox"/>
File copy in audit folder number 3	<input type="checkbox"/>
Upload roster onto TMS	<input type="checkbox"/>
Ensure skill mix is adequate	<input type="checkbox"/>
Highlight gaps in the roster to Team Leader/PIC	<input type="checkbox"/>

Seek approval for agency from Team Leader/ PIC	<input type="checkbox"/>
Ensure Risk Register and SOP's (Folder 4) are up to date and present	<input type="checkbox"/>

Transport delegated duties	<input checked="" type="checkbox"/>
Washing and maintain vehicle- support resident where appropriate	<input type="checkbox"/>
Valeting. - support resident where appropriate	<input type="checkbox"/>
Disabled Disc/N.C.T./Service.	<input type="checkbox"/>
Tax/Insurance.- liaise with PIC and Health and Safety where needed	<input type="checkbox"/>
First Aid Kit and replenish same if needed	<input type="checkbox"/>
Ensure off campus forms are used properly	<input type="checkbox"/>
Transport updates will be a requirement at Team Meetings	<input type="checkbox"/>
Schedule Weekly Vehicle Checks- support resident where appropriate	<input type="checkbox"/>
Ensure PO Numbers for any maintenance to vehicle	<input type="checkbox"/>
Document Monthly Fire Drill. (One day & 1 night)	<input type="checkbox"/>
Fire equipment check monthly.	<input type="checkbox"/>
Hazard identification.	<input type="checkbox"/>
Safety Statement – staff signing off.	<input type="checkbox"/>
Ensuring that staff team are complying with fire policy and procedure	<input type="checkbox"/>
Email relevant updates to all team members and PIC – Weekly	<input type="checkbox"/>
Email PIC weekly regarding issues that need attention	<input type="checkbox"/>
Fire Officer updates will be a requirement at Team Meetings	<input type="checkbox"/>
Monthly Audit to be completed- of fire folder (Fire Log Register Audit)	<input type="checkbox"/>
Ensure Grab Bag is in place and contents present	<input type="checkbox"/>

Maintenance delegated duties	
Ensure Maintenance requests are followed up in timely manner	<input type="checkbox"/>
All maintenance requests to follow maintenance policy	<input type="checkbox"/>
Ensure Maintenance folder is completed as required	<input type="checkbox"/>
Email relevant updates to all team members and PIC – Weekly	<input type="checkbox"/>
Email PIC weekly regarding issues that need attention	<input type="checkbox"/>
Maintenance Officer updates will be a requirement at Team Meetings	<input type="checkbox"/>
Ensure there are enough blank documents in place	<input type="checkbox"/>

Hygiene Examination delegated duties	
Hygiene Inspection list to be completed	<input type="checkbox"/>
Ensure all documents are left for PIC to sign monthly before archiving	<input type="checkbox"/>
Ensure Hygiene folder is completed as required	<input type="checkbox"/>
Ensure there is enough blank documents in place	<input type="checkbox"/>
Email relevant updates to all team members and PIC –Weekly	<input type="checkbox"/>
Email PIC weekly regarding issues that need attention	<input type="checkbox"/>
Hygiene updates will be a requirement at Team Meetings	<input type="checkbox"/>
Complete fridge audit	<input type="checkbox"/>
Complete Hygiene Audit	<input type="checkbox"/>

Health and Safety delegated duties	
Attend Monthly health and safety meeting as organised by Ann Marie Murphy.	<input type="checkbox"/>
Report back to your team with minutes of meeting	<input type="checkbox"/>
Provide monthly updates to your team	<input type="checkbox"/>


Highlight any health and safety issues	<input type="checkbox"/>
Ensure First Aid Kit is present and replenish as needed	<input type="checkbox"/>

Meal Planning delegated duties	<input checked="" type="checkbox"/>
Menu planner (weekly).	<input type="checkbox"/>
Shopping list & budget	<input type="checkbox"/>
Stores – Master copy blank forms, Incident Book, cleaning mitts, gloves etc.	<input type="checkbox"/>
Email relevant updates to all team members and PIC –Weekly	<input type="checkbox"/>
Email PIC weekly regarding issues that need attention	<input type="checkbox"/>
Personal File updates will be a requirement at Team Meetings	<input type="checkbox"/>

Event Planner delegated duties	<input checked="" type="checkbox"/>
Sourcing Information re: up-coming events in the community, relaying to residents and Staff weekly.	<input type="checkbox"/>
Exploring possible clubs and societies which might be of interest to residents.	<input type="checkbox"/>
Co-ordinating family and community events/occasions – 1 event per quarter.	<input type="checkbox"/>
Sourcing information around annual breaks.	<input type="checkbox"/>

Medication Management delegated duties	<input checked="" type="checkbox"/>
Complete monthly medication audits	<input type="checkbox"/>
Report findings to Team Leader/PIC	<input type="checkbox"/>
File copy of audit into audit folder number 3	<input type="checkbox"/>
Ensure weekly medication stock checks are completed	<input type="checkbox"/>
Ensure bulk order is sent and received by O Sheas	<input type="checkbox"/>
Stock rotate clinical room	<input type="checkbox"/>

Stock rotate medication	<input type="checkbox"/>
Return medication on weekly basis as per stock check	<input type="checkbox"/>
Ensure clinical room is tidy	<input type="checkbox"/>
Archive old Kardex and mar sheets	<input type="checkbox"/>
Ensure red medication folder is clean, tidy and legible	<input type="checkbox"/>
Schedule weekly stock checks and if not completed follow up	<input type="checkbox"/>
Ensure My medication plan and PRN protocols are complete and reviewed 3 monthly	<input type="checkbox"/>
Ensure Signatures and numbers present in Kardex	<input type="checkbox"/>
Ensure Medication reviews are complete	<input type="checkbox"/>

Finance Officer delegated duties	
Complete weekly audit of night and day checks	<input type="checkbox"/>
Highlight any discrepancies to Team Leader /PIC and follow finance policy pathway	<input type="checkbox"/>
Ensure all finance folders are clean, tidy and up to date	<input type="checkbox"/>
Ensure all requests/ top-ups and returns are completed and accurate	<input type="checkbox"/>
Each month update folder with new monthly sheets, which can be found on the Q Drive	<input type="checkbox"/>
Update assets management sheet each month	<input type="checkbox"/>
Ensure Risk Assessments is in date and updated regularly.	<input type="checkbox"/>