



**New free service to
support providers of
social care services**

QIT

QUALITY IMPROVEMENT TEAM



**Leicestershire
County Council**

Who we are and what we do

The Quality Improvement Team (QIT) work with providers of social care services.

We support providers to sustain and continuously improve the quality of services delivered for people in all settings irrespective of their funding stream.

The QIT team works closely with the NHS Quality Team, associated clinicians and other sections of the Adults & Communities department.

Originally set up to support care home providers, QIT work closely with a range of providers aiming to:

- raising awareness and standards
- reduce the number of contractual breaches and in-care safeguarding investigations.



How we do it



QIT officers engage with providers in a number of ways and can advise on tools and documentation, undertake observational practice of staff and systems, advise on sourcing equipment, provide access to policy documents and give advice and guidance on good practice.

QIT are also building up a resource base in relation to best practice and by making referrals to specific 'Knowledge Experts' to support improvements in practice and quality, e.g. Fire Safety, Infection Control.

We will:

- offer individual programmes of support to providers
- hold a resource base for all providers to utilise in relation to best practice
- share policy/guidance on best practice for commissioning services and which gives providers sufficient information to make decisions and meet individual need
- work closely with health colleagues to support a reduction in unnecessary hospital admissions including end of life, changes in mental health and support people to live at home.

Benefits of working with QIT

- Free and confidential service¹
- Meeting compliance/contractual requirements
- Support actions required by partner agencies (CQC, Health, Environmental Health etc)
- Improved service delivery
- Support to achieve QAF/Dignity Awards
- Share best practice
- On-going support
- QIT work closely with the Leicestershire Social Care development Group (LSCDG) to develop training and learning that can support providers.

There has been a willingness from providers to engage with QIT in developing more effective working practices and documentation.



A photograph of three elderly people laughing together. On the left, a man with glasses and a blue sweater is laughing heartily, his head tilted back. In the center, a man with white hair and a grey vest over a white shirt is also laughing, looking towards the right. On the right, a woman with short grey hair and glasses is smiling and laughing. They are all seated in a room with light-colored walls and a window in the background. A decorative gold ribbon graphic is on the left side of the image.

Improving reputations

Valuing what you do

Encouraging improvements



Multi-agency policy¹

QIT officers will work in line with the 'No Secrets- Safeguarding Adults: Multi Agency Policy and Procedures' (January 2010 edition) for the prevention of abuse of adults in need of safeguarding for Leicester, Leicestershire and Rutland.

Who can access our support?

- Providers of residential and nursing care services for older people
- Providers of residential care services for people with a learning disability
- Supported Living
- Domiciliary Care Providers
- Voluntary Sector Services
- Housing-related support services



How to contact us?

If you would like to contact the team to discuss the support that we are able to offer in more detail please contact us, either:

Through your Compliance Officer or Compliance duty;
0116 3054699

QIT Compliance Manager, Glenis Burrell,
0116 3053257
email glenis.burrell@leics.gov.uk

Telephone the main switchboard at
Leicestershire County Council on
0116 2323232 and ask for the
Compliance Section.



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¹ QIT officers have a duty to work in-line with Multi-Agency Safeguarding Policy and Procedures