



# PEOPLE OF PEONY'S CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE

## What does this mean?

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At People of Peony, we are *always looking for ways to do better*. That means:

- Making our services better for you
- Listening to your feedback
- Fixing problems when they happen
- Learning from what worked well (and what didn't)

We call this **Continuous Improvement**. It's our way of making things better all the time!

## What is Continuous Improvement?

It's about:

- Learning from mistakes
- Doing better next time
- Asking for ideas from everyone (including YOU)
- Keeping our policies and rules up to date
- Making sure we're doing what we promised to do

## What we do

We have a Quality Management System. That means:

- We follow clear rules
- We check in often to see how we're going
- We update things regularly
- We include staff, participants, and families in reviews



## We Look At

- Feedback from you and your family
- Complaints or concerns you've shared
- Things that go wrong (like incidents or mistakes)
- What other organisations are doing
- Staff reviews and training

## How We Check Ourseleves

We do:

- **Internal reviews** – we check how we're doing inside our own team
- **External audits** – someone from outside checks if we're doing the right thing
- **Practice reviews** – we sit down and ask "how can we do this better?" for groups of people or services

These are NOT punishments. They are for learning.

## Your Voice Matters

We want your ideas!

You can help us improve by:

- Giving feedback (good or bad)
- Sharing your ideas
- Answering surveys
- Joining in reviews (if you want to)

We make sure you're heard and understood.



## The Continuous Improvement Plan

We keep a big list of things to make better, called our **Continuous Improvement Plan**.

It includes:

- What needs to improve
- Who's doing it
- When it will be done
- How we'll check it worked

## What is a Practice Review

Sometimes we do something called a **Practice Review**. That means we look closely at how things are going for a group of people.

We might do a review if:

- People have more injuries than usual
- Staff are missing work a lot
- Lots of complaints are happening
- Something keeps going wrong over and over

We ask questions like:

- What's going on here?
- Can we make it better?
- What support do people really need?

## Everyone Helps Out

All staff are responsible for making things better. This is part of their training and meetings. Participants and families are also invited to help!



## What Tools Do We Use?

We check:

- Our rules and policies
- Feedback and complaint forms
- Incident reports
- Staff reviews
- How we're meeting our goals
- Information in our system (like Brevity)

## How Often Do We Review?

We review this policy *at least every 3 years*, or sooner if needed.  
We ask staff, participants and families what they think.  
We use that feedback to make services better.

## Final Word

**At People of Peony, we care about doing better every day.**  
We want you to feel safe, supported, and heard.  
We welcome your ideas and work together to keep improving.  
If something's not working we want to know.  
If something is amazing tell us that too!

## DOCUMENT CONTROL



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