



Quality Assurance Statement

Our Commitment

At Horizon Support Services, quality is not viewed as an inspection requirement but as a continuous commitment to providing exceptional care.

We believe that every person we support deserves safe, compassionate, person-centred care delivered to the highest possible standard.

Our quality assurance framework enables us to continually evaluate, improve and develop our services so that they consistently meet the needs of the people we support.

How We Monitor Quality

Quality is monitored through a combination of:

- Regular audits
- Responsible Individual oversight
- Registered Manager supervision
- Staff supervision and appraisal
- Feedback from people we support
- Family feedback
- Professional feedback
- Incident analysis
- Complaints and compliments
- CIW inspections
- Governance meetings
- Continuous Improvement

We believe improvement never stops.

Learning from both successes and mistakes helps us continually improve every aspect of our service.

Where improvements are identified we develop action plans, monitor progress and evaluate outcomes.

Listening to People

The views of the people we support remain central to every improvement we make.

We actively encourage feedback from:

- People we support
- Families
- Employees
- Health professionals
- Commissioners
- Visitors

Our Commitment

Our aim is simple: To deliver the kind of care that we would want for the loved ones in our own families.