

Clinical Governance



Clinical Governance Policy

What is Clinical Governance?

'Clinical governance' describes the structures, processes and culture needed to ensure that healthcare organisations, and all individuals within them, can assure the quality of the care they Lilac Alliance and are continuously seeking to improve all aspects of quality. Healthcare organisations have a duty to the communities they serve to maintain the quality and safety of care they deliver. Whatever structures, systems and processes an organisation puts in place, they must be able to show evidence that these standards are upheld. The clinical governance framework seeks to improve the quality and safety of all patients and Lilac Alliance a positive patient experience during every contact within Lilac Alliance.

By maintaining a well-structured comprehensive clinical governance process, we can assure the quality-of-service delivery on every occasion, the right care at the right time delivered by competent staff members.

Across Lilac Alliance our Governance systems are integrated to ensure that all the different aspects and specialities involved are monitored and reports Lilac Alliance to reflect a detailed analysis of governance across all areas of the Organisation. Other areas closely monitored and triangulated with clinical governance are, financial governance, Information governance, corporate governance, governance around risk, research, and patient experience.

Purpose & Scope

The purpose of this Policy is to develop and sustain a culture of best practice in clinical governance. This Policy applies to all Lilac Alliance staff.

Roles & Responsibilities

Lilac Alliance Management team is committed to ensuring its patients receive high quality services.

The Management team is responsible for ensuring the safety and quality of service delivery across the Organisation for all patients through the practice of high clinical standards, identification of risks and adherence to relevant legislative and regulatory requirements.

Lilac Alliance assigns responsibility to the Manager for:

- Ensuring that a well-developed risk management process is in place to prevent, minimise and manage risk issues
- Develop systems to ensure staff understand and enact their responsibilities and enable clinical governance principles and processes to be applied throughout the service via appropriate structures, policies, processes and resources.
- Ensuring all staff are suitably qualified to undertake their role through:
 - i. Comprehensive recruitment practices
 - ii. An on-boarding process that meets statutory requirements
 - iii. Appropriate supervisory processes
 - iv. A professional development process consistent with organisational needs.
- Providing mechanisms that monitor, improve and respond to safety and quality of care issues that in turn informs the development and evaluation of the quality plan including:
 - i. An audit programme
 - ii. Identification and monitoring of adverse events
 - iii. A robust complaints, claims and incident reporting process.
 - iv. A programme of support and monitoring through observations across the transport teams.
 - v. Robust incident reporting systems with easy access to all staff members

- vi. Appropriate training and a robust mandatory training process.
 - vii. A robust ratification process for all policies and procedural documents which are fit for purpose and developed with Quality and safety at their core.
- Ensuring reporting structures are in place whereby accurate data and information is provided to all relevant bodies internally and externally and enables systematic monitoring and review.
 - Providing appropriate infrastructure and support systems including appropriate information and governance systems to deliver safe and quality services to our patients.

Work Culture

Lilac Alliance aims to provide a positive, respectful and inclusive workplace culture which values the contribution and development of all staff. This is essential to raise workplace morale and lower stress at work, this in turn will hopefully reduce the Health and Safety risk for mental health.

Rachael Foot Is our external freedom to speak guardian to add an extra layer to patient and staff safety.

Lilac Alliance adopts a culture whereby we encourage staff to:

- Share ideas and collaborate
- Be involved in making decisions
- Recognise other's efforts and provide feedback
- Actively listen to each other
- Build trust and respect
- Ensure the roles, responsibilities and expectations of all staff are clear
- Learn from one another
- Feel supported by leadership teams

The leadership team makes sure that staff know what:

- is expected of them
- their objectives are
- they are responsible for

Bullying

Workplace bullying is characterised by persistent and repeated negative behaviour directed at an employee that creates a risk to staffs Mental Health. This does not include reasonable management decisions carried out in a reasonable way.

Examples of bullying would include:

- verbal abuse, yelling, screaming
- abusive language or intimidation
- excluding or isolating employees
- assigning meaningless tasks or giving employees impossible assignments
- continually criticising someone
- sabotaging someone's work or their ability to do their job by withholding vital information and resources
- belittling someone's opinions
- unexplained job changes
- failure to give credit where it is due or taking credit for someone else's work.

Examples of reasonable management decisions and actions:

- setting performance goals
- standards and deadlines
- allocating work to an employee
- deciding not to select an employee for promotion
- informing an employee about unsatisfactory work performance
- informing an employee about inappropriate behaviour or providing constructive feedback
- implementing organisational changes
- performance management processes

Lilac Alliance Aims:

- To ensure the workplace culture is inclusive, respectful and positive, and values the contribution and development of all staff
- To ensure all employees are safe
- To ensure all staff are informed about the management of health and safety issues related to the Workplace
- Undertake a planned and collaborative approach to monitoring and improving the occupational and organisational health of staff.

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