


Document Name	Home Care Quality Control Policy			
Document Number	9.1			
Issue Date	Revision	Review Date	Policy Owner	Signature
01/01/2026	01	01/01/2029	Emily Boyd on behalf of Silvergrove Home Care	

1. Purpose

This policy outlines the quality controls in place to ensure that Home Support services are delivered in accordance with the agreed Care Plan, Risk Assessment, and HSE Service Specifications. It also details procedures to follow where a service user refuses or suspends service delivery.

2. Roles & Responsibilities

Role	Responsibility
Home Support Worker	Deliver care as per Care Plan; document care; report refusals immediately.
Home Care Manager	Review incidents; assess risk; contact service user/family; escalate as required.
Service Provider / Care Manager	Ensure compliance; notify HSE when required; review quality controls.
Service User / Representative	Engage with care plan; communicate concerns; participate in reviews.

3. Reporting Procedure (Refusal or Suspension of Service)

If a service user refuses or suspends care before completion of the visit:

1. Worker documents time, reason (if given), and any observed risks.
2. Worker immediately informs Care Coordinator / Management.
3. Coordinator conducts risk assessment review.
4. Where commissioned care is impacted, HSE must be informed without delay.
5. All actions recorded in service user file.

4. Quality Control Measures

- Care plans reviewed regularly and updated as required.
- Risk assessments completed prior to service commencement.
- Spot checks and competency reviews conducted.
- Service user feedback collected.
- Incident logs reviewed monthly.
- Documentation audits carried out quarterly.

5. Audit Checklist (Management Use)

Audit Item	Compliant (Yes/No)	Comments/Action Required
Care Plan in place and up to date		
Risk Assessment completed		
Refusal documented correctly		
Manager notified immediately		
HSE notified where required		
Follow-up completed		
Service user review conducted		

6. Escalation Flowchart – Service Refusal (HSE Notification)

Service User Refuses / Suspends Care
↓
Home Support Worker Documents & Contacts Coordinator
↓
Risk Reviewed by Coordinator / Manager
↓
Notify HSE Immediately

7. Compliance (HSE / HIQA)

This policy aligns with HSE Home Support Service Specifications and HIQA National Standards. Silvergrove Homecare ensures transparency, accountability, and immediate escalation where service delivery is interrupted.