

ASSURING THE QUALITY OF OUR SERVICE

You can be reassured of the quality of our service, as Bupa Home Healthcare is licensed and regularly inspected by public health bodies.

We ensure our internal systems and processes maintain quality standards and our service meets or exceeds professional standards. This leaflet gives you more information.

www.bupa.com



AN OVERVIEW OF OUR REGULATORY FRAMEWORK

Clinical governance and quality assurance

Our clinical governance framework reflects the one that is applied within the NHS and other healthcare organisations. It is led by our Medical Director, Director of Pharmacy and Director of Nursing and includes:

- a Clinical Governance Steering Committee that makes sure that clinical governance is incorporated into our day-to-day business practice. Sub-groups covering the following areas report to the Steering Committee:
 - incidents and complaints
 - clinical risk management
 - continuing professional development
 - operational quality
 - clinical audit/research
 - information governance
 - the involvement of patients in policy development and feedback

The Medical Director, Director of Pharmacy and Director of Nursing are part of the group-wide clinical forum which is chaired by the Medical Director of the Bupa Group.

Quality Management System

Bupa Home Healthcare's Quality Management System is accredited to ISO 9001:2008 standards. This includes:

- Standard Operating Procedures (SOPs). All departments work to documented SOPs, which are subject to regular internal audit
- feedback from customers and patients which we use to monitor and improve the quality of our service
- a complaints management system. All complaints receive a written response within 48 hours, followed by a more detailed response after thorough investigation. There are also monthly reviews by the Senior Management Team

Risk management

Our Senior Management Team is responsible for the management and review of every potential area of business risk including:

- clinical
- financial
- economic
- environmental

We plan for unlikely events, such as a major pandemic, and have a detailed crisis management action plan which we can put rapidly into operation. This includes a systems disaster recovery plan and a business continuity plan.

We have also developed a detailed clinical risk register which logs and prioritises them in terms of likelihood and impact. This allows us to modify our practices and procedures to reduce the risk.

Our staff are trained to report all incidents, which are entered onto a central system. They are reviewed by managers who make sure the correct action is taken.

Finally, we have a comprehensive clinical audit programme to monitor the effectiveness of our processes, our services and our delivery of care.

Corporate governance

Bupa Home Healthcare's Senior Management Team is directly responsible, and ultimately accountable, for corporate strategy and the financial and business performance of the company. They have access to detailed management information and meet every month to review performance.

Assuring the quality of our service

Highly skilled clinical professionals deliver our services. We use feedback from patients and customers to monitor how well the services are being delivered.

In addition, the Managing Director and Financial Director report the operational and financial performance of the company to the Chief Executive of the Bupa Group and his senior executives. The company also complies with the health and safety standards set by the Bupa Group.

WHO LICENSES AND INSPECTS US

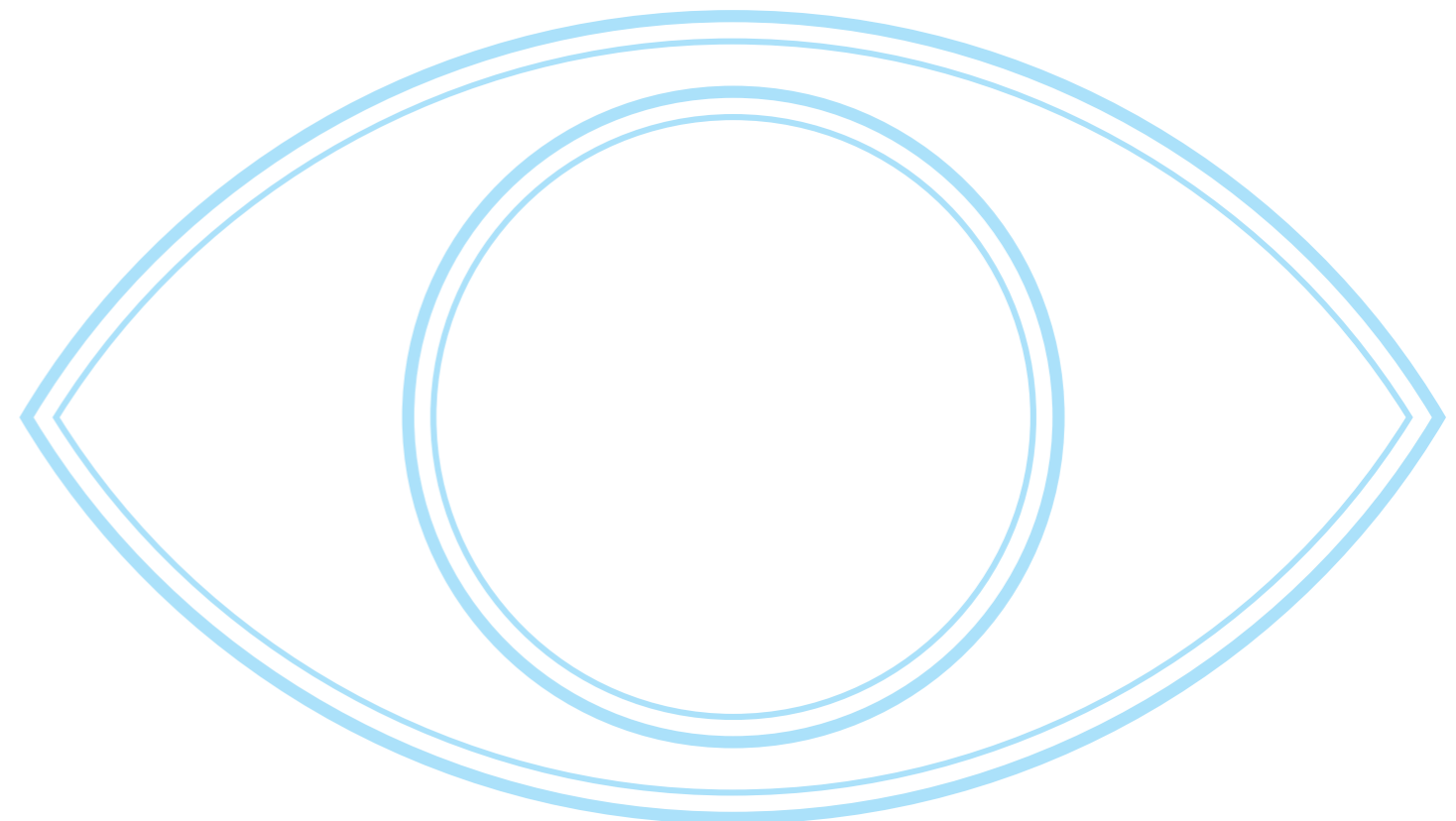
- Care Quality Commission
- Scottish Commission for the Regulation of Care
- Medicines and Healthcare Products Regulatory Agency
- General Pharmaceutical Council

THE PROFESSIONAL STANDARDS WE ARE GOVERNED BY

- National Care Standards
- General Medical Council
- Nursing and Midwifery Council
- Health Professionals Council

THE QUALITY STANDARDS WE ARE GOVERNED BY

- Accredited under ISO 9001:2008
- Health and Safety Acts and Regulations
- Data Protection Act 1998
- NHS Connecting for Health Information Governance toolkit

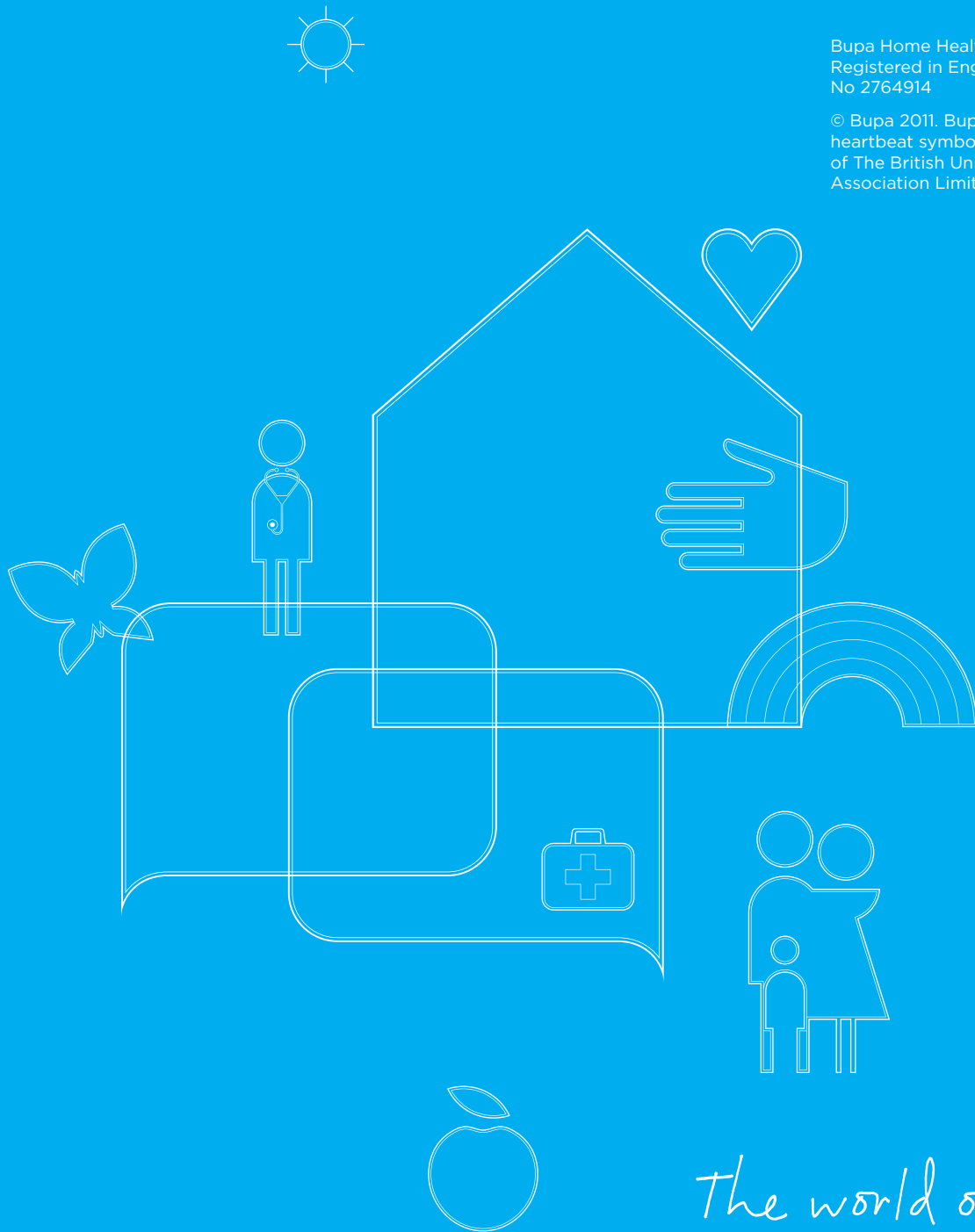


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No 2764914

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