

Valuing quality

NCF unites members in a strong and compassionate community, shaped by not-for-profit values, supported by shared experiences and expertise, and dedicated to delivering ethical and accessible services.



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QUALITY FIRST



**the commitment
of NCF members
to provide
outstanding quality
and continually
improving services**

www.nationalcareforum.org.uk

The 10 core elements of NCF Quality First



Commitment

Pledging to maintain and promote ethical practices and the highest standards of quality. It is a commitment to continuous improvement.

Service user participation and involvement

Actively engaging people who receive our services and their families.

Innovation

Implementing models and practices that are evidence-based and demonstrate person/relationship-centred care.

Community involvement

Engaging in community citizenship and service volunteer involvement and relationship building.

Continuous quality improvement

Enhancing existing programs and improving effectiveness for people who use our services.

Human resource development

Providing learning and development, competitive wages/benefits and a supportive work environment.

Accessible information

Providing accessible and easy to understand information in suitable formats for people using our services and their families.

Sound governance, accountability and financial integrity

Achieving and maintaining high standards of management and governance.

Evidence-based practice and learning

Using and sharing the latest research findings to improve care and support.

Gaining the confidence and trust of people who use services and their families

Committing to a policy of openness and transparency to increase understanding of our services and earn the trust of the people we serve and their families - as well as the public, policy makers and the media.

Supporting NCF members to achieve outstanding care and support

Being a quality provider is much more than complying with regulations and standards.

Making a commitment to NCF Quality First

By signing the NCF Quality First Commitment, members commit to continually improving their services to provide outstanding care and support. This ensures that quality improvement is seen as an integral part of their Board's agenda.

With NCF Quality First, members can **evidence** the commitment to **quality improvement** and give service users, staff, government, regulators and the public **confidence** in the quality of their services.

Simple framework for self-assessment

- NCF members can carry out their own internal assessment using the **Quality First Checklist**
- Easy **reporting tools** to evidence progress
- Regular **benchmarking** opportunities

The NCF Quality Assurance Forum reviews the framework to ensure that it continues to be relevant and reflects best practice

Members can access the NCF Quality First resources at:

www.nationalcareforum.org.uk