



BETTER CARE OPTIONS

## QUALITY POLICY

---

Better Care Options aims to provide safe, personalized and flexible care to people who live at home and require support to remain independent in their own environment. We at Better Care Options feel that it is our job to help you remain independent as long as possible. We are committed to offer you and your significant others reliable, prompt and flexible service in your own home.

Management has set quality objectives, which will be achieved by ensuring that all our operations and activities are carried out consistently and are regularly monitored and recorded. To ensure this, the company has developed and implemented a Quality Management System that complies with the ISO9001:2015 standard.

The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

Better Care Options management is committed to:

- ✓ Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems
- ✓ Identifying and meeting the needs of our client's
- ✓ Satisfying all applicable requirements and complying with the laws and regulations that govern our industry
- ✓ Fostering good relationships with clients by effective communications with them and encouraging feedback
- ✓ Continually improving our services and processes to meet clients' requirements.
- ✓ On-going staff training and development

By adopting this philosophy, the clients of Better Care Options will be assured of an excellent standard of service in accordance with their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system in order to maintain its suitability and effectiveness.

*G. Conibear*

Glynn Conibear

Director