



Quality Assurance Policy Statement

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Company: Alert Health 24 Ltd
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Quality Assurance Policy Statement

Alert Health 24 Ltd was established in 2014 to provide high-quality, reliable, and compassionate agency healthcare staff to the health and social care sector, including services for children, young people, and adults.

Quality is central to our business because we value our clients, the individuals they support, and our wider stakeholders. We are dedicated to providing staffing solutions that meet and exceed client expectations, while ensuring that all care delivered through our staff is safe, effective, and person-centred.

We are committed to continuous improvement and operate a Quality Management System (QMS) that aligns with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the CQC Fundamental Standards, and Safer Recruitment principles. This system provides a robust framework for maintaining and enhancing quality and compliance across all areas of our operations.

To achieve these aims, Alert Health 24 has implemented the following key quality processes and policies:

- Regular collection and monitoring of client and staff feedback to drive service improvement.
- Clear corrective and preventative action procedures to identify, address, and learn from issues promptly.
- Rigorous recruitment and vetting procedures, in full alignment with CQC requirements, the Recruitment and Employment Confederation (REC) Code of Practice, and Safer Recruitment standards.
- Ongoing training, supervision, and professional development to ensure all staff and agency workers are competent, skilled, and up to date with best practice.
- Regular internal audits to monitor compliance with legislation, company policies, and contractual requirements.
- Defined and measurable quality objectives that reflect our business strategy and commitment to excellence.
- Scheduled management reviews of audits, incident reports, feedback, and complaints to ensure accountability and continual service improvement.

Our internal quality procedures are reviewed regularly and are detailed within our Quality Manual, accessible to all employees and managers.

Ultimate responsibility for quality lies with the management team, but every employee and agency worker is accountable for upholding our quality standards. Quality and compliance are embedded throughout our organisation and underpin every aspect of our service delivery.

This policy is reviewed annually, or sooner if there are changes in legislation, regulatory requirements, or business operations.

Signed:



Date: April 2026

Steve Churches, Director