



# Quality Policy Statement

## Of

# The Link Care Nursing Agency

The objective of the management of **The Link Care Nursing Agency Ltd.** is to provide its domiciliary care services in a professional manner that meets each service user's needs and conforms to best practice and regulatory requirements by using appropriately qualified, trained and experienced personnel.

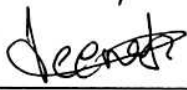
The Agency aims to adhere to **Outcome 16, Assessing and Monitoring the Quality of Service Provision** of the CQC's Essential Standards, which relates to the extent to which quality standards are set and maintained and the service is run in the best interests of its service users.

Quality of service is fundamental to all work undertaken by the Agency and its care workers and is based upon operating in a systematic manner and according to a documented management system that is designed to eliminate the possibility of errors or deficiencies and also conforms to the ISO 9001 Standard.

The aims and objectives of the company's management system are communicated to all of its employees who each assume ownership and responsibility for their own roles within the management system and the company as a whole.

The management system, and this policy, is subject to periodic review to ensure that the company continues to provide the levels of service expected by its service users, as well as enabling the identification of opportunities for further improvements to the business wherever these may arise.

Date: 24/8/2012

Signed: 

**Zeenat Nuruddin**  
Director