

Unit HSC502: The Management of Quality in Health and Social Care

Unit code: A/505/9521

RQF level: 5

Aim

Quality is an essential component of health and social care services and a concept with many different interpretations and perspectives. The aim of this unit is for learners to develop an understanding of different perspectives on health and social care service quality and how it is evaluated in order to empower and involve users of services.

Learning Outcomes and Assessment Criteria

Learning outcomes	Assessment criteria
To achieve this unit a learner must be able to:	Assessment of these outcomes demonstrates the learner can:
1. Critically discuss differing perspectives of quality in relation to health and social care services.	1.1 Critically discuss the role of quality assurance in health and social care. 1.2 Critically discuss 2 different models for ensuring quality improvements.
2. Critically analyse, strategies for achieving quality in health and social care services.	2.1 Critically analyse the role of the Care Quality Commission in maintaining quality in health and social care. 2.2 Analyse the role of benchmarks in maintain quality in health and social care.
3. Evaluate systems, policies and procedures in health and social care services to improve quality.	3.1 Evaluate the methods by which health and social care can gather feedback to improve quality. 3.2 Identify the stakeholders in the improvement of quality delivery in health and social care. 3.3 Evaluate strategies that can be used to improve service user's safety.

Suggested Resources

Cawsey, T., Deszca, G. and Ingols, C. (2015) *Organisational Change: An Action-Oriented Toolkit* (Sage, 2015) ISBN: 978-1483359304

Gottwald, M. and Lansdown, G. (2014) *Clinical Governance: Improving the Quality of Healthcare for Patients and Service Users* (Open University Press 2014) ISBN: 9780335262809

McSherry, R. and Warr, J. (2010) *Implementing Excellence in your Health Care Organisation: Managing, Leading and Collaborating - Excellence in Practice Development in Health and Social Care* (Open University Press, 2010) ISBN: 9780335234776

Donalddian, A (2002) *An introduction to Quality assurance in Healthcare*. OUP

Journal of Health Organisation and Management

Journal of Health and Social Care Improvement

Barr, J. and Dowding, L. *Leadership in Health Care* (Sage 2012) ISBN: 9781446207635 Gopee, N. and Galloway, J. *Leadership and Management in Healthcare* (Sage 2013) ISBN: 9781446248829

Gopee, N. and Galloway, J. *Leadership and Management in Healthcare* (Sage 2013) ISBN: 9781446248829

Walshe, K. and Smith, J. *Healthcare Management* (Open University Press, 2011) ISBN: 9780335243815

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