

Quality Policy

Quality Policy Statement

Trusted Hands Care Group Ltd are committed towards a Quality Policy that ensures to consistently meets Service Users' needs and expectations. We aim to achieve these in a safe, responsible, ethical, sustainable, and environmentally sound way, in accordance with our policies, procedures and the company's strategic direction. We will actively promote and administer a strong Quality and Ethical culture amongst our staff, our external partners and our external partners.

To ensure these objectives are realised, we have established a Management System incorporating the requirements of ISO9001:2015. Trusted Hands Care Group Ltd will assure the health, safety, and welfare of employees whilst at work in accordance with the Health & Safety at Work Act 1974.

The Management Team is committed to the leadership, implementation, development and continuous improvement of the Management System, policies, work practices, procedures and competencies to meet the developing needs of our service users, regulatory, statutory and other requirements, including the aim to enhance service user satisfaction.

The Management Team will adopt a risk-based strategy to identify, assess and raise awareness of business risks and opportunities; implementing processes and procedures to prevent and mitigate negative risks whilst pursuing positive risk opportunities.

The communication of the Management Team's commitment to the management system is via this policy statement, publication of the Company Policy, procedures, work instructions, and day-to-day communications. All employees are encouraged to participate in the development of the management systems, environmental processes and safe systems of work, including any relevant improvement projects.

Company policies, objectives and targets are established and reviewed during 'Management Review'. Objectives can also be established via legislation changes, periodically by Management directives and meetings, and for specific project works.

Information, training, equipment and supervision will be provided to employees according to task and company needs, to perform their duties competently and safely. All personnel shall work with consideration for their own safety and the environment, and others who may be affected by their acts or omissions.

It is the responsibility of management and employees to understand and apply this policy, associated procedures, practices, and project/product-specific documentation in all aspects of their responsibility areas and continue to maintain our high standards and reputation. Internal and external audits and inspections monitor this policy and associated procedures.

A copy of this Policy is displayed in reception and is available to other interested parties, and is communicated to employees and persons working on our behalf.

As Operations Director, I have overall responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.

Signed: 

Print: Marie Fisher

Date: 21.10.2025