Quality Management in Social Care

7.1	Module Overview								
Module Number		**Module Title**	**Quality Management in Social Care**						
Stage of Principal Programme			**Award**	**Semester**	2	**Duration.** *(Weeks F/T)*	12	**ECTS**	5
Mandatory / Elective (M/E)	M	**Hours of Learner Effort / Week**	2						

Analysis of required hours of learning effort		
Teaching and Learning Modalities	**✓if relevant to this module**	**Approx. proportion of total (hours)**
Contact Hours		
In person face-to-face	✓	24
Synchronous		
Indirect/Non-Contact Hours		
Asynchronous		
Work Based		
Other: • Independent reading, engagement with VLE, research and preparation of assessments	✓	101
Total		125

Pre-Requisite Module, if any. Module # and Title	N/A
Co-Requisite Module, if any. Module # and Title	N/A
Maximum number of learners per instance of the module	**60**

Specification of the qualifications (academic, pedagogical and professional/occupational) and experience required of staff working in this module.

Role e.g., Tutor, Mentor, Lecturer, Research Supervisor, etc.	Qualifications & experience required	Staff - Learner Ratio X:Y
Lecturer	A minimum level 9 qualification in (Social Science /Social Studies) or closely cognate area + professional Social care experience.	1:60

Assessment Techniques – percentage contribution					
Continuous Assessment		**Proctored Exam – in person**		**Practical Skills Based**	
Project	100%	**Proctored Exam - online**		**Work Based**	
Capstone (Y/N)?	N	**If Yes, describe**			

7.2	Minimum Intended Module Learning Outcomes (MIMLOs)	
MIMLO **On completion of this module a learner will be able to:**		**Related MIPLO #**
1. Apply principles of organisational theory to strategic planning, organizational change and quality assurance in social care contexts.		**2, 3, 4**
2. Discern and reconcile the interests of the key stakeholders (e.g. the state, the service provider, the social care profession and the service-user) in the provision of service.		**5, 6**

3.	Articulate an understanding of the application of Kolb's Learning Cycle (1984) as a framework for learning in supervision.	4, 6
4.	Consider Social Care Practice against the backdrop of Sustainable Development Goals.	1, 7
5.	Apply the principles of quality management to professional Social Care organisations to inspect and assure quality of service including outcomes and the protection of service-users.	3, 4, 6
6.	Outline the process of quality management, inspection and standards in professional social care organisation.	2, 5

7.3	Indicative Module Content, Organisation and Structure

The aim of this module is to prepare learners for professional work in the context of quality assurance and management. To do so learners are introduced to some organisational theory and to the practical models of organisational structure and functioning with reference to Social Care organisations. The module builds on learners' knowledge of the professional role of the Social Care Worker within the organisation which was the focus of level 7 modules. Here the starting point is the organisational and governance structures and responsibility in relation to establishing and maintaining quality.

Assuring the quality of social care provision-
1. *Governance and structure*
- Good Governance in the Not-for-profit sector
- Mission, Vision and Values
- Governance for quality
- Funding – applications, projections, costing

2. *The Social care organisation – key roles and functions*
- Managing meetings
- Challenging the system – 'whistleblowing'
- Person in charge

3. *Quality assurance and Quality improvement*
- Total Quality Management
- Service-user engagement
- SDG as reference point for quality in professional Social Care Work

4. *Regulatory Environment*
- Legislation and responsibility: Health Act 2007. Health and Social Care Professionals Act 2005, as amended.
- Key policies and stakeholders - CORU and HIQA

7.4	Work-based learning and practice-placement *(if applicable)*

N/A

7.5	Specific module resources required *(if applicable)*

N/A

7.6	Application of programme teaching, learning and assessment strategies to this module

Module Teaching and Learning objectives are to:
- Promote deep learning, using case examples promote interactivity and group discussion
- Support inclusive teaching learning and assessment by supporting learners in gathering and shaping information on a Social Care agency of their choice, taking a quality perspective. This enables them to utilise classroom material in a practical way that links to their chosen profession.

- Provide opportunities for collaborative learning (learning spaces using flexible seating arrangements promote learner responsibility in their own learning), with formative exercises based on SWOT and PESTLE analysis.

Assessment approach
Given the challenges of maintaining academic integrity in the face of AI, we focus on **Authentic Assessment** – the Agency Profile is an assessment that replicates the tasks and performance standards typically found in the world of work.

7.7	Summative Assessment Strategy for this module	
MIMLOs	*Technique(s)*	*Weighting*
1-6	Agency Profile	**100%**

7.8	Sample Assessment Materials

AGENCY PROFILE 2500 words
An effective structure facilitates management and clarifies relationships, roles and responsibilities, levels of authority, and supervisory or reporting lines. By reviewing an organization's structure, a manager will be able to determine which human, financial, and technical resources are available, how they should be allocated, and which resources are lacking. A self-evaluation (SWOT) is the process of internal review and analysis which allows an organization to understand its strengths and weaknesses, and the opportunities and threats present in each area of the institution.

Oakland (1989) defines a quality management system as: "An assembly of components, such as organizational structures, responsibilities, procedures, processes, and resources, for implementing quality".

This project requires that you present and review a Social Care organization or your choice as a **quality management system.** This is done by

1. Gathering, presenting and commenting on information about
    a. The mission, vision and values of the organization
    b. The governance structures in place
    c. Financial resources
    d. The organizational structure – organizational chart of human resources, comment on how the organization functions based on this chart.
    e. Key elements of its strategic plan /operational plan (or equivalent)
    f. SWOT analysis

2. Identifying and evaluating the organisation's approach to quality management by answering the following questions:
    a. What does the organization identify as its core activities (processes and outputs)?
    b. How does the organization measure the value of its processes and outputs?
    c. How does it report its processes and outputs?
    d. Who are its key stakeholders and how does the organization engage with them?
    e. How does the organization measure success? What evidence is used?
    f. How does it evaluate/review its performance?
    g. How does this impact on the ongoing development of its work?

3. Drawing on the concept of Total Quality Management, comment on how the organization's approach to the management of quality relates to at least two SDG's.

Marking of assessments will be in line with the Marking Assessment Guidelines as outlined in Section 3.3 of the College's Regulations in Relation to Assessment and Standards unless otherwise indicated.

7.9	Indicative reading lists and other information resources

Indicative Core Reading:

The Health Foundation (2021) *Quality improvement made simple: What everyone should know about health care quality improvement.*
Available at https://www.health.org.uk/sites/default/files/QualityImprovementMadeSimple.pdf
HIQA (2018) *Guidance on a data quality framework for health and social care*.
Available at https://www.hiqa.ie/sites/default/files/2018-10/Guidance-for-a-data-quality-framework.pdf
HSE (2016) *Framework for Improving Quality in our Health Service*. Available at
https://www.hse.ie/eng/about/who/qid/framework-for-quality-improvement/framework-for-improving-quality-2016.pdf
HSE (2007). *Quality and Risk Management Standard*. Dublin: Health Services Executive.
Goetsch and Davis, (2006). *Quality Management.* London: Prentice Hall.
NESC (2012). *Quality and Standards in Human Services in Ireland:* Disability Services
The Wheel (2013). *Getting to Grips with Governance: A Resource Guide for Community and Voluntary Organisations.* Dublin: Whitebarn Consulting.

https://sdgs.un.org/goals
https://sustainabledevelopment.un.org/content/documents/2564Partnerships_for_the_SDGs_Maximising_Value_Guidebook_Final.pdf

HQIA (2017) *Social care audit in practice*
https://www.hqip.org.uk/wp-content/uploads/2018/02/ORV3iw.pdf

Indicative Other Resources:

Oakland, J. S. (2014) T*otal Quality Management and Operational Excellence: Text with Case*s UK: Routledge
The Wheel (2012) *Knowing and Showing Your Outcomes and Impacts.* Dublin: The Wheel.