

Quality Policy

IT IS THE RESPONSIBILITY OF ALL USERS OF THIS POLICY TO ENSURE THAT THE CORRECT VERSION IS BEING USED

This policy has been approved by the undersigned and will be reviewed on an annual basis. In case of any queries or questions in relation to this policy please contact the Managing Director (Sophie McCracken) or CEO (Jane Lambert)

Does this document meet the requirements of the Equality Act 2010 in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation?

Yes

Policy reference & version:	V4		
Author:	Clara Travers & Helen Hodges		
Position:	Director of Services & Director of Nursing and Quality		
Initial implementation date:	Pre 2022		
Required review date:	January 2026		
Author signature:	<i>C. Travers</i>	Date:	November 2023
Approved by:	Sophie McCracken		
Position:	Chief Operating Officer		
Signature:	<i>S. McCracken</i>	Date:	November 2023

REVISION HISTORY

Date	Version No	Revised by	Reason for Update Sections Affected Description	Approved by	Date of next Review
December 2022	V2.3	Clara Travers & Helen Hodges	Annual review	Sophie McCracken	December 2023
November 2023	V3	Clara Travers	Annual review	Sophie McCracken	November 2024
January 2025	V4	Clara Travers	Annual review. Added 'ECG' into the first sentence. Re worded 1 st and 2nd paragraph. Font updated. Font size	Sophie McCracken	January 2026

			updated. Website updated.		
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ECG Healthcare (Emergency Care Gateway Ltd / ECG Training/ ECG) established in 2002 has reached over 20 years in business and maintains a quality management system exactly in accordance with ISO 9001:2015. We also hold registrations with the CPD Standards Office, CQC, GPHC, ICO and Cyber Essentials Plus.

In recognition of this achievement ECG officially launched ECG Healthcare in January 2022. Bringing together four divisions which include; ECG Training, ECG Clinical Services, ECG Professional Support, and MakeWell clinic. The four divisions allow our clients the opportunity of a rounded service, by being able to support with a variety of solutions.

ECG has a dedicated team of employed clinical and operational staff as well as, a strong database of freelance resources. ECG is dedicated to providing the best service within our field of expertise through the use of a formal quality management system.

ECG employees and freelancers regularly engage with feedback opportunities allowing the company to make decisions with people in mind.

In order to satisfy the requirements of the standard, ECG ensures that the company's whole business activities are organised in process form and are risk assessed as a framework for the company objectives. By assessing, planning and evaluating the company procedures and objectives, we will deliver continuous improvements to our services and achieve the effectiveness of the Quality System.

The company will thus, as far as is reasonably practicable, satisfy the client's requirements and add value to its own and its client's business. To achieve these objectives the company will commit all the necessary resources and provide appropriate training.

The CEO and COO of ECG will ensure that all employees and any other person acting on behalf of ECG will ensure that they understand the client's requirements and the process improvement philosophy to achieve a consistent quality in the design, delivery and evaluation of the company's products and services.

The CEO and COO will also ensure that a similar approach is applied where necessary to other aspects of the business, namely; Health & safety standards.