



## Quality Policy

| Number | Author    | Rev level | Date revised |
|--------|-----------|-----------|--------------|
| QP001  | Jim Rocks | 2         | 19/03/19     |

### Policy

The continuing Business Policy of Linden Care Homes Ltd is to provide a professional caring service to meet all of the needs and wellbeing of our residents.

### Delivery Strategy

The senior management team takes responsibility for establishing, implementing and maintaining the Management System, controlling all activities for which they are responsible.

This will be achieved through leadership, instruction, practical example and training ensuring that all employees and others carrying out work on our behalf have an appropriate level of understanding of the importance of the Management System function and its direct relevance to the success of the organisation.

Equally every employee is responsible for and will be trained to perform the duties required of their specific role. We will ensure that suppliers or contractors engaged by the company meet the specified requirements and accept responsibility for their work.

Linden Care Homes Ltd has a policy of continual improvement and setting of objectives within the framework stipulated within the ISO standards.

Our System Documentation and Standard Operating Procedures will accurately describe the Management System in use within the organisation to meet the requirements of ISO 9001-2015, ISO 14001- 2015 & ISO 45001-2018.

The system will be monitored regularly under the Directors ultimate responsibility with regular reporting of the status and effectiveness at all levels of the organisation. Appropriate action is taken to mitigate risks and address any issues identified.

Director

Director