

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001AGEM — Quality Management in Elderly Care Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-AGEM-9001AGEM • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-AGEM-9001AGEM
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Client Satisfaction and Quality Assurance

5 chapters · 30 classes65 marks

• 1 Understanding Client Satisfaction in Elderly Care — 6 classes

› 1.1 Define Client Satisfaction in Elderly Care Context

› 1.2 Identify Key Factors Influencing Client Satisfaction

› 1.3 Analyze Client Feedback Mechanisms

› 1.4 Assess the Impact of Quality Assurance on Client Perceptions

› 1.5 Develop Strategies to Enhance Client Satisfaction

› 1.6 Implement a Continuous Improvement Plan for Client Feedback

• 2 Measuring Client Satisfaction: Tools and Techniques — 6 classes

› 2.1 Identify Key Indicators of Client Satisfaction in Elderly Care

› 2.2 Explore Different Tools for Measuring Client Satisfaction

› 2.3 Analyze Surveys and Questionnaires for Effective Feedback

› 2.4 Utilize Interviews and Focus Groups to Gather Insights

› 2.5 Implement Continuous Feedback Mechanisms for Improvement

› 2.6 Develop Action Plans Based on Client Satisfaction Data

• 3 Analyzing Feedback: Turning Data into Action — 6 classes

› 3.1 Collecting Client Feedback: Methods and Techniques

› 3.2 Analyzing Feedback: Identifying Trends and Patterns

› 3.3 Measuring Client Satisfaction: Key Performance Indicators

› 3.4 Interpreting Data: Understanding Client Perspectives

› 3.5 Developing Action Plans: Responding to Feedback Effectively

› 3.6 Evaluating Outcomes: Assessing the Impact of Changes on Quality

• 4 Quality Assurance Frameworks in Elderly Care — 6 classes

› 4.1 Identify Key Components of Quality Assurance Frameworks

› 4.2 Analyze the Role of Client Feedback in Quality Improvement

› 4.3 Evaluate Existing Quality Assurance Models in Elderly Care

› 4.4 Implement Best Practices for Quality Measurement Techniques

› 4.5 Develop a Plan for Continuous Quality Improvement Initiatives

› 4.6 Present Findings and Recommendations for Enhancing Client Satisfaction

• 5 Leadership Strategies for Enhancing Client Satisfaction — 6 classes

› 5.1 Analyze Client Feedback for Quality Improvement

› 5.2 Develop Leadership Communication Techniques for Client Engagement

› 5.3 Implement Strategies for Building Trust with Clients

› 5.4 Create a Client-Centric Culture within Care Teams

› 5.5 Assess the Impact of Leadership on Client Satisfaction Metrics

› 5.6 Formulate Action Plans Based on Client Satisfaction Data

• 1 Understanding Continuous Improvement in Elderly Care — 6 classes

- › 1.1 Define Continuous Improvement in Elderly Care Services
- › 1.2 Identify Key Principles of Continuous Improvement
- › 1.3 Analyze Current Practices in Elderly Care for Improvement Opportunities
- › 1.4 Implement Data-Driven Decision Making in Care Services
- › 1.5 Develop Action Plans for Continuous Improvement Initiatives
- › 1.6 Evaluate the Impact of Changes on Elderly Care Quality

• 2 Setting Baselines for Quality Assessment — 6 classes

- › 2.1 Define Quality Baselines in Elderly Care Services
- › 2.2 Identify Key Performance Indicators for Quality Assessment
- › 2.3 Analyze Existing Data to Establish Current Quality Levels
- › 2.4 Engage Stakeholders to Gather Baseline Feedback
- › 2.5 Develop a Baseline Quality Assessment Framework
- › 2.6 Implement Baselines and Monitor Initial Outcomes

• 3 Identifying and Analyzing Areas for Improvement — 6 classes

- › 3.1 Identify Key Indicators of Quality in Elderly Care
- › 3.2 Assess Current Performance Against Quality Standards
- › 3.3 Gather and Analyze Feedback from Care Recipients and Staff
- › 3.4 Conduct Root Cause Analysis for Identified Issues
- › 3.5 Prioritize Areas for Improvement Based on Impact and Feasibility
- › 3.6 Develop Action Plans for Implementing Improvements

• 4 Implementing Continuous Improvement Methodologies — 6 classes

- › 4.1 Identify Key Continuous Improvement Methodologies
- › 4.2 Analyze Current Processes for Improvement Opportunities
- › 4.3 Develop a Continuous Improvement Action Plan
- › 4.4 Implement Process Changes Using PDCA Cycle
- › 4.5 Measure Outcomes and Gather Feedback
- › 4.6 Sustain Improvements Through Team Engagement

• 5 Measuring and Sustaining Improvement Outcomes — 6 classes

- › 5.1 Define Key Performance Indicators for Elderly Care Services
- › 5.2 Analyze Baseline Data to Identify Areas for Improvement
- › 5.3 Implement Tools for Continuous Feedback Mechanisms
- › 5.4 Design and Conduct Improvement Initiatives in Care Settings
- › 5.5 Measure Outcomes of Improvement Initiatives Effectively
- › 5.6 Develop Strategies for Sustaining Improvement Over Time

• 1 Understanding ISO 9001 Standards for Elderly Care Services — 6 classes

- › 1.1 Identify Key Principles of ISO 9001 for Elderly Care
- › 1.2 Explore the Structure of ISO 9001 Standards
- › 1.3 Analyze Requirements for Quality Management in Elderly Care
- › 1.4 Evaluate the Importance of Leadership in ISO 9001 Implementation
- › 1.5 Develop Strategies for Staff Engagement in Quality Standards
- › 1.6 Implement a Quality Management Action Plan for Care Services

• 2 Assessment and Gap Analysis for Quality Management Systems

— 6 classes

- › 2.1 Define Key Terms in Quality Management Systems
- › 2.2 Identify the Principles of ISO 9001
- › 2.3 Conduct a Current State Assessment of Elderly Care Services
- › 2.4 Analyze Findings to Identify Gaps in Compliance
- › 2.5 Develop an Action Plan for Addressing Identified Gaps
- › 2.6 Present a Gap Analysis Report for Stakeholder Review

• 3 Developing and Documenting Quality Policies and Objectives — 6 classes

- › 3.1 Analyze Existing Quality Policies in Elderly Care Services
- › 3.2 Identify Key Quality Objectives for ISO 9001 Implementation
- › 3.3 Develop Quality Policy Statements Tailored to Elderly Care
- › 3.4 Engage Stakeholders in Defining Quality Objectives
- › 3.5 Document Quality Policies and Objectives Effectively
- › 3.6 Evaluate and Revise Quality Policies Based on Stakeholder Feedback

• 4 Implementing Quality Management Processes in Elderly Care — 6 classes

- › 4.1 Identify Key Quality Management Principles for Elderly Care
- › 4.2 Assess Current Practices Against ISO 9001 Standards
- › 4.3 Develop Measurable Quality Objectives for Care Services
- › 4.4 Design Effective Processes for Quality Improvement
- › 4.5 Implement Staff Training Programs on Quality Management
- › 4.6 Evaluate Quality Management Processes Through Continuous Feedback

• 5 Monitoring, Reviewing, and Continual Improvement of QMS — 6 classes

- › 5.1 Analyze Current Monitoring Practices in QMS
- › 5.2 Identify Key Performance Indicators for Elderly Care Services
- › 5.3 Implement Effective Review Mechanisms for QMS
- › 5.4 Facilitate Staff Engagement in QMS Improvement Initiatives
- › 5.5 Develop Action Plans Based on QMS Review Outcomes
- › 5.6 Promote a Culture of Continual Improvement in Elderly Care

• 1 Fundamentals of Quality Management in Elderly Care — 6 classes

- › 1.1 Define Quality Management Principles in Elderly Care
- › 1.2 Identify Key Standards of ISO 9001 in Care Settings
- › 1.3 Analyze the Role of Leadership in Quality Assurance
- › 1.4 Evaluate Quality Improvement Processes in Elderly Care
- › 1.5 Implement Quality Management Tools for Stakeholder Engagement
- › 1.6 Develop a Quality Management Action Plan for Elderly Care Services

• 2 ISO 9001 Principles and Standards Applied to Elderly Care — 6 classes

- › 2.1 Understand the Key Principles of ISO 9001 in Elderly Care
- › 2.2 Analyze the Importance of Customer Focus in Quality Management
- › 2.3 Explore the Role of Leadership and Commitment in Implementing ISO 9001
- › 2.4 Identify Processes and Resources Needed for Effective Quality Management
- › 2.5 Assess the Impact of Continuous Improvement on Elderly Care Services
- › 2.6 Apply ISO 9001 Standards to Develop a Quality Management Action Plan

• 3 Leadership Roles in Quality Management Systems — 6 classes

- › 3.1 Define and Differentiate Leadership Roles in Quality Management
- › 3.2 Explore the Importance of Leadership in Implementing ISO 9001 in Elderly Care
- › 3.3 Identify Key Leadership Skills for Effective Quality Management
- › 3.4 Assess Leadership Styles and Their Impact on Quality Management Systems
- › 3.5 Develop Strategies for Fostering a Culture of Quality in Elderly Care
- › 3.6 Apply Leadership Techniques to Enhance Team Performance in Quality Management

• 4 Developing a Quality Improvement Culture — 6 classes

- › 4.1 Identify Key Elements of a Quality Improvement Culture
- › 4.2 Analyze Current Practices in Elderly Care Services
- › 4.3 Engage Staff in Quality Improvement Initiatives
- › 4.4 Develop Metrics for Measuring Quality Improvement
- › 4.5 Implement Feedback Mechanisms for Continuous Improvement
- › 4.6 Create an Action Plan for Cultivating a Quality Mindset

• 5 Measuring Success: Quality Metrics and Evaluation — 6 classes

- › 5.1 Define Key Quality Metrics in Elderly Care
- › 5.2 Analyze the Importance of Metrics for Leadership Decisions
- › 5.3 Explore Data Collection Techniques for Quality Evaluation
- › 5.4 Implement Benchmarking to Measure Service Quality
- › 5.5 Develop Action Plans Based on Quality Metric Analysis
- › 5.6 Communicate Quality Successes and Areas for Improvement

• 1 Fundamentals of Quality Management Principles in Elderly Care — 6 classes

- › 1.1 Define Key Concepts in Quality Management for Elderly Care
- › 1.2 Explore the Principles of Patient-Centered Care
- › 1.3 Identify Best Practices in Quality Assurance and Improvement
- › 1.4 Analyze the Role of Leadership in Quality Management
- › 1.5 Implement Quality Measurement Tools in Elderly Care Settings
- › 1.6 Create an Action Plan for Continuous Quality Improvement

• 2 Understanding ISO 9001 Standards and Their Application — 6 classes

- › 2.1 Define ISO 9001 Standards in Elderly Care
- › 2.2 Explore the Principles of Quality Management
- › 2.3 Identify Key Requirements for Quality Systems
- › 2.4 Analyze the Benefits of ISO 9001 Implementation
- › 2.5 Apply ISO 9001 Framework to Case Studies
- › 2.6 Develop an Action Plan for Quality Improvement

• 3 Implementing Continuous Improvement Strategies — 6 classes

- › 3.1 Identify Key Areas for Improvement in Elderly Care Services
- › 3.2 Analyze Stakeholder Feedback to Inform Continuous Improvement
- › 3.3 Develop Effective Continuous Improvement Strategies for Quality Management
- › 3.4 Implement Change Management Techniques in Care Settings
- › 3.5 Measure and Evaluate Impact of Improvements on Service Quality
- › 3.6 Foster a Culture of Continuous Improvement Among Care Staff

• 4 Engaging Stakeholders and Fostering a Quality Culture — 6 classes

- › 4.1 Identify Key Stakeholders in Elderly Care Services
- › 4.2 Analyze Stakeholder Needs and Expectations
- › 4.3 Develop Strategies for Effective Stakeholder Engagement
- › 4.4 Communicate Quality Management Objectives to Stakeholders
- › 4.5 Foster a Quality Culture through Leadership Practices
- › 4.6 Evaluate the Impact of Stakeholder Engagement on Quality Outcomes

• 5 Measuring Quality Performance and Outcomes — 6 classes

- › 5.1 Define Key Performance Indicators (KPIs) for Elderly Care Services
- › 5.2 Analyze Current Quality Performance Metrics in Elderly Care
- › 5.3 Explore Best Practices for Measuring Resident Satisfaction
- › 5.4 Evaluate Outcomes of Quality Improvement Initiatives
- › 5.5 Implement a Continuous Quality Improvement Cycle
- › 5.6 Develop an Action Plan Based on Quality Measurement Insights

• 1 Understanding Regulatory Frameworks in Elderly Care — 6 classes

- › 1.1 Define Key Concepts in Regulatory Frameworks for Elderly Care
- › 1.2 Identify Relevant Regulatory Bodies Influencing Elderly Care Standards
- › 1.3 Analyze Key Regulations Impacting Quality Management in Care Services
- › 1.4 Explore Compliance Requirements for Elderly Care Providers
- › 1.5 Examine Case Studies of Regulatory Compliance Failures in Elderly Care
- › 1.6 Develop an Action Plan for Ensuring Compliance with Regulatory Standards

• 2 ISO 9001 Fundamentals and its Application in Care Services — 6 classes

- › 2.1 Understand the Principles of ISO 9001 in Elderly Care
- › 2.2 Identify Key Regulatory Compliance Standards for Care Services
- › 2.3 Explore the Structure and Requirements of ISO 9001
- › 2.4 Analyze the Role of Leadership in Quality Management
- › 2.5 Implement ISO 9001 Standards within Care Service Operations
- › 2.6 Evaluate the Impact of ISO 9001 on Patient Care Quality

• 3 Compliance Assessment and Quality Auditing in Care Homes — 6 classes

- › 3.1 Identify Key Compliance Standards in Elderly Care
- › 3.2 Analyze Regulatory Requirements for Care Homes
- › 3.3 Conduct a Compliance Assessment Checklist
- › 3.4 Evaluate the Role of Quality Auditing in Care Practices
- › 3.5 Develop Action Plans Based on Audit Findings
- › 3.6 Implement Continuous Improvement Strategies in Care Services

• 4 Continuous Improvement Strategies for Compliance Maintenance — 6 classes

- › 4.1 Identify Key Compliance Standards in Elderly Care Services
- › 4.2 Analyze Current Compliance Gaps Using Data Review
- › 4.3 Develop Action Plans for Addressing Compliance Issues
- › 4.4 Implement Continuous Improvement Techniques in Daily Operations
- › 4.5 Evaluate the Effectiveness of Improvement Strategies
- › 4.6 Foster a Culture of Compliance and Continuous Improvement

• 5 Risk Management and Mitigation in Elderly Care Compliance — 6 classes

- › 5.1 Identify Key Risks in Elderly Care Services
- › 5.2 Analyze Impact of Risks on Compliance Standards
- › 5.3 Develop a Risk Assessment Framework for Elderly Care
- › 5.4 Implement Mitigation Strategies for Identified Risks
- › 5.5 Monitor and Review Risk Management Processes
- › 5.6 Create a Compliance Reporting System for Risk Management