

**Bought Place Scheme for
Private Residential Care Homes for Persons with Disabilities**

Service Quality Standards (SQSs) and Criteria

Principal of 1 to 3 : Provision of Information

- SQS 1 Ensures that a clear description of its purpose objectives and mode of service delivery is publicly available.
- SQS 2 Should review and update the documented policies and procedures describing how it will approach key service delivery issues.
- SQS 3 Maintains accurate and current records of service operations and activities.

Principal of 4 to 9 : Service Management

- SQS 4 The roles and responsibilities of all staff and operator should be clearly defined.
- SQS 5 Implements effective staff recruitment, contracting, development, training, assessment, deployment and disciplinary practices.
- SQS 6 Regularly plans, reviews and evaluates its own performance, and has an effective mechanism by which residents, staff and other interested parties can provide feedback on performance of the residential care home for persons with disabilities (RCHD).
- SQS 7 Implements policies and procedures to ensure effective financial management.
- SQS 8 Complies with all relevant legal obligations.
- SQS 9 Takes all reasonable steps to ensure that it provides a safe physical environment for its staff and residents.

Principals of 10 to 11 : Services to Service Users

SQS 10 Ensures that residents and / or their family members have clear and accurate information about how to enter and leave the service.

SQS 11 Has a planned approach to assessing and meeting residents' needs.

Principals of 12 to 16 : Respect the Rights of Service Users

SQS 12 Respects the residents' right to make informed choices of the service they receive as far as practicable.

SQS 13 Respects the residents' rights in relation to private property.

SQS 14 Respects the residents' rights for privacy and confidentiality.

SQS 15 Each resident and staff member is free to raise and have addressed, without fear of retribution, any complaints he or she may have regarding the RCHD.

SQS 16 Takes all reasonable steps to ensure that residents are free from abuse.

Rehabilitation and Medical Social Services Branch
Social Welfare Department
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