



Policies and & Compliance

Quality, Safety & Good Governance

Direct Independence Care is committed to delivering safe, effective and high-quality services that comply with current legislation, best practice guidance and regulatory standards.

Our policies ensure that every individual receives safe, respectful and person-centred support.

Key Policies

Safeguarding Adults Policy

Equality & Diversity Policy

Mental Capacity Act Policy

Positive Behaviour Support Policy

Complaints Procedure

Confidentiality & GDPR Policy

Medication Policy

Infection Prevention & Control

Health & Safety Policy

Whistleblowing Policy

Recruitment Policy

Incident Reporting

Risk Assessments

Duty of Candour

Quality Assurance Framework

All staff receive regular mandatory and specialist training to maintain the highest standards of care and support.