



## **Lisa Marie Hitchcox**

**Adult Support and Care Quality Compliance and Assurance Specialist  
Xceed Care Compliance Limited**

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### **Profile**

Founder of Xceed Care Compliance Ltd, with over 20 years of experience working in the housing sector with the last 10 years working for Your Housing Group as Quality Compliance Manager, providing a specialist compliance and quality assurance role for over 100 Care and Support services throughout the North of England. More recently specialising in Adult Care and Support regulated services, providing effective audit, inspection, compliance and quality assurance services for a range of care and support services and providers for older people.

Highly motivated and an excellent communicator with extensive experience in the effective and responsive delivery of quality assurance and compliance services, implementation of contract compliance frameworks, robust audit and inspection services driving service improvements to ensure regulatory compliance, while keeping customer and stakeholder satisfaction at the centre of the audit and inspection process.

Passionate about the delivery of high quality care and support and with a proven track record of the delivery high quality audit, compliance and business assurance services.

### **Xceed Care Compliance Service Offer includes;**

- Quality Compliance mock inspections under pinned by the CQC Regulatory Framework in addition to Local Authority contract compliance for a range of care and support providers, ensuring customer and stakeholder satisfaction, driving service improvements and providing assurance for Trustees, Owners, Registered Managers and Nominated Individuals.

- Wide ranging and bespoke audit, inspection and monitoring services to meet the requirements of the care and support providers having gained vast experience in Residential, Domiciliary, ExtraCare, Supported and Sheltered Housing Services.
- Specialist audit and inspection services including Health and Safety, Medication, Infection Prevention Control, staff training plans, care records and observations.

## **Experience**

### **Your Housing Group – Quality Compliance Manager (Formerly Arena Housing Group) February 2007 – December 2016**

Delivery of a quality assurance and compliance strategy through the implementation of a schedule of quality compliance audits and mock inspections for over 100 Support and Care schemes working within the parameters of a number of Quality Assurance Frameworks including CQC and all associated Regulations and Local Authority contract compliance. Working with scheme teams, Registered Managers and Management Teams to drive forward service improvement, the delivery of high quality services to meet customer and stakeholder requirements, while reporting on any breaches in regulations or contract compliance through to Audit and Risk Committee and Group Board.

### **Arena ExtraCare part of the Arena Housing Group – Sheltered Housing Manager January 2005 – February 2007**

Responsible for the management of over 40 Sheltered schemes, responsibilities included staff management and supervision, training and recruitment, void, income management and property management.

### **Northern Trust – Residential Portfolio Manager November 2000 – August 2004**

Pro-active management of over 1300 Residential properties nationwide and responsible for the contract compliance delivery on behalf of the Bank of Scotland through the co-ordination and management of property lettings agents, financial control, development and disposal consultants and legal teams. Responsible for the residential investment and disposal strategy and for the effective portfolio management, leading to increased annual return of rentals through an improved lettings strategy and pro-active credit control.

### **Manchester Methodist Housing Association – Housing Operations Manager August 1998 – November 2000**

Line Management responsibilities for many support and care schemes across the North West, providing services for service users with complex support and care needs.

## **Additional Information**

Qualified BS OSHAS 18001 Auditor with a Neboosh Level 3 Certificate in Occupational Health and Safety, educated to post graduate level with a Post Graduate Diploma in Housing Management from University of Central England and BA (Hons) graduate from Liverpool John Moores University.