

# Markel Care Practitioners\*

## How can we help you?

### **Risk management: business continuity planning, risk registers, health and safety expertise including health and safety management systems**

We are skilled in the complex areas of risk management. We offer business risk assessment and business impact analysis to enable you to select the right strategies to develop effective business continuity plans so that your organisation can survive internal or external disasters.

We provide qualified health and safety advice and bespoke health and safety management systems together with onsite training.

We can also undertake formal fire risk assessments within short timescales which are sensitive to the care and health sector, as well as generic environmental risk assessments with formats and tools for self-assessment and utilisation.

### **Strengthening your professional practices and reducing the potential for liability and ultimately reducing the likelihood of claims**

We have worked with many providers looking at their accident and incident recording approaches and strengthening their awareness of liability in their areas of practice and strengthening their present systems and processes.

### **Care planning and associated practice-based risk assessments, tools and templates**

Many providers have on-going difficulties regarding care planning and risk assessments. We have some useful templates to help you in this area. We can offer solutions to complex professional recordings of this sort.

### **Regulation 44 or Regulation 17 audits and visits**

We provide on-site visiting across the UK to undertake these activities. This service includes, in line with the regulations: independent monthly visit and audit of services that bears weight and has credibility for regulating authorities e.g. CQC, Ofsted, social services, and all people interested in your services. Ofsted commended.

### **Concerning inspections from CQC, Ofsted and other regulator related support**

We can help prepare for inspection visits and reports by the regulators. Giving you the best chance of achieving inspection outcomes more favourable to your service.

If CQC or Ofsted have judged your business as underperforming, Markel Care Practitioners understands the requirements needed and relational difficulties this may then create with commissioners of care. We support your business to make changes to improve standards and judgments.

### **Serious case and domestic homicide reviews, safeguarding, complaints investigations and representation work**

We are developing a strong track record in undertaking serious case reviews, domestic homicide reviews and safeguarding investigations. Also independent complaints and representation work.

In particular, with safeguarding investigations unless you are experienced at working in these areas with local authorities and police then significant service disruption or worse still temporary cessation of your business operations can occur.

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### **Advising on new developments, extensions and general applications to register, vary or amend conditions of registration**

Assistance with registration applications of new services or extending existing services has been another successful area of our work with providers. We have also successfully appealed for clients against planning and regulatory restrictions or conditions.

### **Quality assurance/quality control**

Markel Care Practitioners provides solutions to your quality assurance and/or quality control needs including the development of bespoke balanced scorecards, quality audits and service user consultation systems.

Charities have benefited from our support linked with strengthening their governance arrangements.

### **Bespoke training**

We provide bespoke training for example, supervision and appraisal, health and safety training, or recruitment and selection. We tend to offer training that responds to a unique service need rather than generic training which other training organisations can offer.

### **Regular professional support and supervision to care managers**

We are providing a range of organisations with mentoring, or more direct professional support to practitioners who may not have suitable arrangements available to them.

### **Interim management**

Markel Care Practitioners also supports local authorities in interim placements and is able to supply experienced senior managers, or those with specialist skills such as procurement or specifically in settings such as home care, residential care, fostering and childcare.

### **HR support, practical expertise linked with safeguarding or liability**

Markel Care Practitioners has a wealth of knowledge surrounding operational health and social care HR/staffing issues. Particularly for smaller organisations without their own HR resources.

### **Business improvement and growth**

Markel Care Practitioners supports business growth through the analysis of your business and introducing strategies for growth. This often includes understanding health and social care commissioning patterns and trends and linking this to business planning and marketing initiatives.

### **Large-scale service reviews or strategic commissioning/procurement support**

The public and independent sectors do not always have the capacity or expertise to undertake large-scale specialist projects. Markel Care Practitioners provides cost and time effective solutions through focused strategic reviews of services. We have worked on large-scale service projects for local authorities; and have completed major projects in the UK from reviewing day care services, developing housing and accommodation strategies, mental health commissioning strategies and other aspects of modernising public sector commissioning and procurement.