

Care and health consultancy service

Professional advice available exclusively to our social welfare policyholders

We can provide support for the unique issues faced by health and care businesses:

- Strategic and operational review of services
- Assistance with care planning and risk assessment
- Support with difficult complaints and allegations
- Preventing accidents, significant incidents and reducing risk and liability
- Improving risk management
- Environmental risk assessment tool
- Workforce planning, management and staff performance
- Guidance on policy and procedures
- Issue resolution: registration, inspection or enforcement
- Quality frameworks linked to outcomes
- Independent audits of care and health services

Provided by experts

Markel Care Practitioners, a leading care and health consultancy, provides this service to Markel's social welfare policyholders. Their clients include local authorities, health authorities, independent organisations, charities and CICs.

Managing director, Jerry Oliver, is a very experienced and respected practitioner within the care sector and is also a government advisor. All staff and associates are experienced care and health practitioners. Therefore, there is a large and diverse pool of expertise that Markel policyholders can benefit from.

The service is there for a range of issues, not just when there is a need to claim

Markel Care Practitioners can provide expert advice in day-to-day operations, as well as practical support and guidance when problematic care incidents occur.

Comply with regulations

We can support you with the health and safety complexities, from risk management systems and health and safety training, to fire and environmental risk assessments. We can also help you when registering with regulators or interpreting the regulations.

Attract more referrals

With our input, policyholders can establish what commissioners want, and identify how to align the business model to maximise referrals.

Win more contracts

Our expertise around tendering and procurement can support policyholders in winning contracts.

Protect against safeguarding investigations

Issues arising from care practice, including serious complaints, allegations and incidents which lead to safeguarding investigations. When regulators or monitoring officers raise concerns, we can offer appropriate practical advice and risk tools to generate effective solutions and care planning.

Case studies



Children's home with poor Ofsted reports

The policyholder had been rated by Ofsted as poor. Significant improvements had been made and a follow-up Ofsted inspection reported a higher rating. Unfortunately in the interim, placements to the home had ceased. The local authority required £2m professional indemnity cover and the existing insurer could not provide this.

Markel Care Practitioners helped the policyholder review practices and service delivery and identified improvements which were adopted. All insurances were moved to Markel. Markel Care Practitioners were able to provide advice and support to ensure the policyholder regained placements from the local authority.

The broker appreciated the ongoing support Markel had provided to his client. Without this support the policyholder was facing closure through lack of income.



Safeguarding issues at a children's home

The policyholder reported that there had been incidents of child abuse and safeguarding investigations. Markel Care Practitioners was able to respond and propose a robust professional platform to defend and reduce liability. Again, reputational and commissioning relations were paramount to protecting and addressing concerns raised.



Family centre advising on care, outreach, mentoring, holiday programmes, and managing supported accommodation

A number of adult care providers have benefited from Markel Care Practitioners' integrated care planning, risk and review tool, which is available free to Markel policyholders. This is also being piloted by local authorities. The policyholder regained strong relationships with key stakeholders, and commissioners. an organisation.

Organisations that have used the service

- Day centres for the elderly
- Outreach service for victims of drugs, alcohol and violence
- Residential care homes for young persons and adults
- Boarding and specialist schools for children
- After school clubs, crèches, nurseries and playgroups
- Foster and domiciliary care agencies
- Support service for families
- Sheltered and supported housing associations

How to access

Markel social welfare policyholders wanting to use the care and health consultancy service should contact Markel by email (or ask their broker to do so): riskmanagement@markel.com

Information required:

- Policyholder name
- Certificate number
- Contact details
- Brief details as to the nature of the problem or the advice being sought

Once verified as a Markel policyholder, a representative from Markel Care Practitioners will be in contact within 48 hours.

Markel UK Limited
0345 351 2600
www.uk.markel.com

All information accurate at the time of production October 2020.

This document is not a policy document and contains only general descriptions. Policyholders must refer to the actual policy issued for the binding terms, conditions and exclusions of cover.

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