

# Markel Care

## Monthly subscriptions for children home providers

services provided by Janjer and Markel Law

### CONTACT US

☎ 0333 234 8005 ✉ [janjer@markel.com](mailto:janjer@markel.com)

#### CARE PACKAGE



£160 per month

##### Our support includes:

- ✓ Legal & Practitioner support line that covers the following topics:
  - HR and employment and Practice queries
  - Contracts and performance
  - Care concerns specifically related to your business
  - Safeguarding concerns
  - Regulatory compliance
  - Complaints and representations
  - Challenging Inspection outcomes
  - Ad hoc policy and procedure development
  - Health and safety concerns and enforcement

#### CARE PLUS PACKAGE



£270 per month

##### Our support includes:

- ✓ Choice of 2 days on-site 'practitioner services' per year OR 2 Day Ofsted Health check
- ✓ Legal & Practitioner support line that covers the following topics:
  - HR, Employment and Practice queries
  - Contracts and performance
  - Care concerns specifically related to your business
  - Safeguarding concerns
  - Regulatory compliance
  - Complaints and representations
  - Challenging Inspection outcomes
  - Ad hoc policy and procedure Development
  - Health and safety concerns and enforcement

#### CARE COMPLETE PACKAGE



£650 per month

##### Our support includes:

- ✓ Monthly on-site independent Regulation 44 reviews
- ✓ Choice of 2 days on-site 'practitioner services' per year OR 2 day Ofsted health check
- ✓ Legal & Practitioner support line that covers the following topics:
  - HR, Employment and Practice queries
  - Contracts and performance
  - Care concerns specifically related to your business
  - Safeguarding concerns
  - Regulatory compliance
  - Complaints and representations
  - Challenging Inspection outcomes
  - Ad hoc policy and procedure Development
  - Health and safety concerns and enforcement

\* Calls to the Legal and Practitioner support line are unlimited in terms of frequency. Calls up to 30 mins included.

\* All prices exclude VAT but inclusive of travel

\* Subject to terms and conditions

\* Minimum subscription period 1 year

# Choice of services

CONTACT US FOR MORE INFORMATION

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## ON-SITE PRACTITIONER SERVICE DESCRIPTIONS

### REGULATORY COMPLIANCE SERVICES

1. Ofsted health check	Provide Ofsted health checks including compliance to the latest regulations and best practice
2. Preparing for inspections	Ensure CQC inspection readiness and help maintain or improve Ofsted rating
3. GDPR	Provide GDPR compliance assessments

### RISK MANAGEMENT SERVICES

1. Tailored Health and Safety for 1 site	Provide tailored fire risk assessments for the care and health sector
2. Environment risk assessment for 1 site	Provide assessment and tools for on-going self-assessment
3. Health and Safety management systems and risk registers	Provide assessment of existing risk registers and/or perform risk analysis
4. Reducing claims	As specialists in reducing insurance claims, our training provides: <ul style="list-style-type: none"><li>– Methods to reduce liabilities, reduce claims and investigate claims</li><li>– Enhanced incident and accident reporting systems to reduce overstated claims</li><li>– Organisational and cultural behaviours for staff and managers</li></ul>
5. Business continuity and emergency planning for 1 site	Provide framework to ensure resilience of your business following a disruptive event

### BUSINESS GROWTH AND TENDERING SERVICES

1. Commissioning strategies	<ul style="list-style-type: none"><li>– Develop strategies together with leadership teams and stakeholders</li><li>– Support preparation and presentation of business cases to decision makers</li></ul>
2. Change management	Support implementation of change where dictated by commissioners and regulators
3. Strengthening procurement	Advise on procurement approaches; Mentor and build capabilities in commissioning and procurement
4. Tender support and contract	<ul style="list-style-type: none"><li>– Support contract management following award of tender</li><li>– Assist in developing arrangements with NHS agencies, CCGs etc.</li></ul>

### QUALITY ASSURANCE AND QUALITY CONTROL SERVICES

1. Quality assurance	Review and/or develop bespoke balanced scorecards
2. Quality audit	Provide service user consultation systems

\* Following sign-up for subscription, helpline telephone numbers will be provided

#### Markel (UK) Limited

All information accurate at the time of production February 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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Calls from a landline will be charged at your local rate. Calls from mobile phones are charged at your local rates in accordance with your tariff.

