

Care and health consultancy service.

Professional advice available exclusively to our social welfare policyholders

We can provide support linked with key delivery aspects of care and health business:

- 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 management of risk
- 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

Janjer, a leading care and health consultancy, work exclusively with Markel to provide this service to policyholders. Their clients include local authorities, health authorities, independent organisations, charities and CICs.

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

www.uk.markel.com

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

Janjer's experienced and qualified care practitioners can provide specific 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 complexities of health and safety, 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 can 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 worked with Janjer to help the policyholder review practices and service delivery and identify improvements which were adopted. All insurances were moved to Markel. Janjer 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. Janjer was able to respond and propose a robust professional platform to defend and reduce liability. Again, reputational and commissioning relations being paramount to protect and address concerns raised.

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

A number of adult care providers have benefited from Janjers' integrated care planning, risk and review tool, which is available free to Markel policyholders. This is also being piloted by local authorities. Using the Markel care and health consultancy service the policyholder regained strong relationships with key stakeholders, and commissioners.

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 Janjer will be in contact within 48 hours.