

Markel Care Practitioners*

Training and support

We provide a range of bespoke training packages suitable for training front line staff or management teams. These packages can be designed to suit your needs and requirements on an individual basis.

Bespoke training

- Safeguarding
- Deprivation of Liberty and Mental Capacity Act
- PEEPS
- Challenging behaviour linked to dementia care
- Mental health and managing aggression
- Management of challenging behaviour
- Person centre care linked to care planning
- Risk assessment and management of vulnerable individuals
- Safer recruitment
- Interviews skills workshop
- Staff supervision and appraisal
- Leadership and management
- DBS checks, central records and data protection
- Team building
- Business continuity planning
- Claims reduction
- Incident prevention and investigation
- Getting the right result from regulatory inspectors
- Quality assurance / quality control
- Business improvement and growth
- Record keeping
- Risk assessment
- Arson risk assessment
- Fire marshal / warden
- Fire safety
- Health and safety
- Health and safety management systems

Bespoke support

- Mentoring and senior leadership
- HR problems
- Organisational analysis and business growth
- Organisational performance including safeguarding and regulation

Whatever your support or training needs, Markel Care Practitioners is there to assist; from initial discussions to creating bespoke training plans. Across health and social care it is essential that your training supports best practice, assists in learning and developing excellence and is fit for purpose, reflecting the ethos and nuances of your organisation. Whether you are looking for a one-off training course, or a package around a specific issues inclusive of training and support contact Markel Care Practitioners to discuss further. With our specific support packages around improving regulation standards, investigations, safeguarding policy and practice development, governance and quality assurance, and tendering, we are able to support your training needs with measurable outcomes.

Case study



Service Provider: A national mental health charity.



Support offered: An interactive workshop day which provides a fresh look at governance system currently in place.



Deliverables: That results in a clear remit in respect of structure, purpose, outcomes and to move forward. This will consider operational meetings and practice development processes, and review the improvement structure. They would like consideration of other organisations, lessons learnt from others or good/innovative practice examples/comparisons. To enable them to consider themselves within the current market and environment.



Outcome: The client said: *"I must say I thought today's meeting was excellent. Not sure if this was down to a really good facilitator; or the right set of people; or even the fantastic office! ... maybe a combination of them all"*

020 8730 6001

carepractitioners@markel.com

uk.markel.com/care-practitioners

*Markel Care Practitioners is a trading name of Markel Consultancy Services Ltd registered in England and Wales No: 08246256 VAT number 245 7363 49. Registered address, 20 Fenchurch Street, London EC3M 3AZ. Markel Care Practitioners services are not regulated by the FCA. Markel Corporation is the ultimate holding company for Markel Consultancy Services Ltd.

