

# Markel Care Practitioners\*

## Examples of how we have helped

### Markel Care Practitioners undertakes a wide range of training, support and consultancy activities across adults and children's social care.

Our team has a range of experience and expertise, enabling us to match each customer's needs with a practitioner's skills to ensure effective and bespoke solutions. Below are some examples of Markel Care Practitioners' consultancy work, accompanied by testimonial from our customers. Contact Markel Care Practitioners to find out more as to what we can do to support you and your organisation.

#### Example one



**Service provider:** The insured is a large cross-regional provider of children's homes and educational services.



**Support offered:** The insured asked Markel Care Practitioners to review difficulties emerging from a number of overstated or vexatious claims.



**Deliverables:** Initial field-work analysis. Board presentation undertaken to quantify the extent of the problem and potential solutions.



**Outcome:** Board approval for a series of workshops across their services agreed and is being rolled out. Following the meeting with the board the client wrote to Markel Care Practitioners stating:

*"Thanks for your time this morning. Greatly appreciated. You can see that you've got full buy-in from the directors to help us improve in this area and with xxxxx leading from our side of things I know things will get done."*

#### Example two



**Service provider:** The insured provides residential care for children or young people between the ages of 12 and 16 years.



**Support offered:** The insured requested an environmental location impact risk assessment part of the Government's newer regulatory requirements. Also support to ensure that they were improving their Ofsted rating. Visit to the service and full audit against Ofsted standards. Report compiled with recommendations which were acted upon.



**Deliverables:** Environmental location risk assessment achieved by the regulatory deadline. Full regulatory service assessment completed with recommendations for service wide improvement.



**Outcome:** Achieved a good standard at subsequent inspection. The insured said:

*"Just to advise that we had Ofsted Interim inspection and we have been judged as "Improved Effectiveness". Thank you guys at Markel Care Practitioners and xxxxx ...we appreciate all the improvements recommended to the service."*

#### Example three



**Service provider:** The insured is a non-profit-making company. Providing residential, therapeutic and educational services to individuals over the age of 18, who fall on the borderline of learning disability and complex emotional needs.



**Support offered:** Risk management audit.



**Deliverables:** a number of processes were observed and recommendations for improvement were made.



**Outcome:** The client was delighted with the experience of the audit and quoted:

*"It was our first experience of an insurance audit and we had been a bit anxious not knowing what to expect, but your approach and positive feedback left us with a warm glow about the things that you recognised we were doing well."*

## Market Care Practitioners

### Examples of how we have helped

#### Example four

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-  **Service provider:** The insured is a charity working with and supporting socially excluded people within London and the UK. The services provided include a wide spectrum of support such as welfare benefits advice and training courses through to independent living equipment and accessible transport.
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-  **Support offered:** The charity since inception in the 1950s has grown and required a root and branch review of its present health and safety management arrangements.
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-  **Deliverables:** New system was devised and introduced together with a range of policies and procedures and periodic audit arrangements.
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-  **Outcome:** The insured has gone on to sign a long-term support agreement with Markel Care Practitioners to review and keep insured up dated with its health and safety responsibilities.

#### Example five

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-  **Service provider:** The insured is a regional provider working to educate, rehabilitate and promote the mental improvement of offenders, or other persons in need linked with the rehabilitation of persons discharged from penal institutions.
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-  **Support offered:** The insured requested support and assistance to strengthen their risk assessment processes to be in line with local authority policy and expectations.
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-  **Deliverables:** Risk assessments reviewed and recommendations made and implemented.
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-  **Outcome:** The client contacted Markel Care Practitioners with the following feedback:  
*"We found the day very productive. We are all in the process of implanting the action points from our discussion."  
"Thanks very much for the feedback on the day we found the whole exercise useful in shaping our approaches to risk management. Hope to see you again next year."*

#### Example six

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-  **Service provider:** Fostering agency in the South East. The agency offers the usual range of placements (long/short term; respite; mother and baby; sibling group; bridging; unaccompanied asylum seekers).
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-  **Support offered:** The Insured requested a mock Ofsted visit. They were concerned to ensure they kept their rating by the regulator as high as possible, this key issue for commissioners of their service i.e. local authorities. Visit to the service, full audit against Ofsted standards. Report compiled with recommendations – which were acted upon.
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-  **Deliverables:** Full report with recommendations for improvement which were implemented.
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-  **Outcome:** Insured achieved good standard at subsequent inspection.

#### Example seven

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-  **Service provider:** The insured provides a day centre for the elderly, they are not regulated by CQC.
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-  **Support offered:** The insured requested medication training for all staff.
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-  **Deliverables:** Visit undertaken and customised training designed and delivered to compliment this setting.
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-  **Outcome:** The client emailed Markel Care Practitioners saying:  
*"We would just like to give you some feedback re our training with Markel Care Practitioners on Monday. Markel Care Practitioners provided us with medication training from a brilliant trainer. We would like to sing her praises. The training was informative and was put together very well. It has certainly increased our knowledge of medication."*

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## Examples of how we have helped

### Example eight



**Service provider:** The insured provides residential care for children or young people between the ages of 12 and 16 years.



**Support offered:** The insured requested an environmental location impact risk assessment part of the Government's newer regulatory requirements. Also support to ensure that they were improving their Ofsted rating. Visit to the service and full audit against Ofsted standards. Report compiled with recommendations which were acted upon.



**Deliverables:** Environmental location risk assessment achieved by the regulatory deadline. Full regulatory service assessment completed with recommendations for service wide improvement.



**Outcome:** Achieved a good standard at subsequent inspection. Insured has written to Markel Care Practitioners as follows:

*"Just to advise that we had Ofsted Interim inspection and we have been judged as 'Improved Effectiveness'. Thank you guys at Markel Care Practitioners and xxxxx ...we appreciate all the improvements recommended to the service."*

### Example nine



**Service provider:** The insured is a provider of two nursing homes in Wales.



**Support offered:** The insured requested, following safeguarding investigations by the local authority, a review of their existing quality control/assurance systems and processes.



**Deliverables:** Full review and recommendations for strengthening their systems which were subsequently introduced by the insured.



**Outcome:** Safeguarding referrals ceased and Markel Care Practitioners were requested to conduct quarterly reviews of the service against regulatory standards going forwards.

### Example 10



**Service provider:** The insured is a large provider of residential and supported housing for persons with a learning disability.



**Support offered:** The insured requested support following a serious accident to a service user. The police and local authority had requested a full report from the provider and were considering putting a suspension on future placements. The regulator also became more critical of the service despite there being many years of good reporting.



**Deliverables:** Advise on partner relationships and specifically work with the chief executive and senior management team on the construction, style and content of the report findings and management of the liability and reputational considerations.



**Outcome:** Safeguarding concerns dampened, regulator and local authority concerns eased no enforcement action occurred and placement and reputation not diminished. Client went onto to express interest in wider liability defence training to senior staff.

### Example 11



**Service provider:** The insured is a large charity providing residential and domiciliary care to the elderly in the South of England.



**Support offered:** The insured requested support following a death of a service user. The coroner was holding an inquest and they wanted advice to the board and coaching for operations director and care staff attending the Inquest.



**Deliverables:** Advise the board and specific delivery techniques to operations director and coaching to staff required to attend by the coroner.



**Outcome:** No fault attributed to the organisation and praise to the staff caring for the deceased in the circumstances.

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