

Markel Care Practitioners*

How can we help you with your regulatory responsibilities?

Registration – advice about requirements for registration with the care quality commission (CQC), Ofsted, CSSIW in Wales or care inspectorate in Scotland. Assistance with completing an application to become either a registered manager or the responsible individual.

Support to prospective registered managers of services – offering mock interviews to prepare managers for registration. Ongoing mentoring and supervision of managers.

Audits against the relevant regulations – Regulation 44 or Regulation 17 audits and visits. This service includes, in line with the regulations: independent monthly visit and audit of services that bears weight and has credibility for all regulating authorities across the UK e.g. CQC, Ofsted, social services, health and all people interested in your services.

Preparing for initial and subsequent inspections – work with managers/providers, during a 'mock' inspection, to assess compliance and allow them to address shortfalls before inspectors visit. Support with putting together pre-inspection information such as the provider information return (PIR) to demonstrate compliance.

Improving services following a poor inspection rating – work with providers and managers to put right service deficiencies and achieve a good rating. Develop systems and target training to improve the staff skill base and leadership to maintain that rating. Identify gaps in training and provide training such as safeguarding vulnerable adults or children, child sexual exploitation, the Mental Capacity Act and deprivation of liberty safeguards. Work with managers and staff to ensure evidence is being recorded, which will evidence compliance and influence ratings.

Improve or maintain current good ratings – for adult services working through the five key questions for CQC in England, the revised inspection framework methodology in Wales and the National Care Standards in Scotland. For children working through the Ofsted standards for residential homes, fostering agencies and schools.

For each service type:

- consider what good and outstanding looks like and how to provide supporting evidence.
- strengthen governance arrangements, quality assurance systems and leadership to make a service outstanding.

Markel Care Practitioners offers our unique 'Good to Outstanding' support package. Inclusive of training, analysis of your current regulatory gradings, action planning to support regulatory inspections, and supporting managers, frontline staff and senior leaders to embed positive changes throughout your organisation which reflect through regulatory grading your service standards. Using mock inspections to support learning and engagement with regulators we are able to support you to evidence the full capabilities of your organisation.

020 8730 6001

carepractitioners@markel.com

uk.markel.com/care-practitioners

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Case study



Service Provider: National domiciliary care provider.



Support offered: A bespoke package of support was agreed in respect of achieving and improving CQC rating from 'Good' to 'Outstanding' with the client both in their organisational ethos, their management and auditing, as well as achieving improvements in regulatory ratings. The client asked for sessions delivered at senior and experienced managers to focus on how they move from 'Good' to 'Outstanding'. What does outstanding look like? What should they do to achieve outstanding? What strategies and techniques can they use to influence inspectors and achieve outstanding?



Deliverables: Training for senior leadership in evaluating their inspection reports and KLOES, this included a general annual meeting presentation prepared specifically for the challenges the organisation faced both on the frontline, managers and in governance. Specific site visits, with the client to create agreed action plans for them to implement over a 12-week period to drive and embed improvements. Mock CQC audits undertaken for select sites, with lessons learnt being tiered across the organisation.



Outcome: Improvements across all areas. Currently awaiting inspection on sites with the outlook to outstanding. The broker said: "The client including the CEO was very impressed", the client said: "The team really enjoyed today and found it very worthwhile and informative and will, I'm sure be able to take those discussion points and action plans back to their branches and make the step change required. I found that the workshop provoked some great conversation, ideas and an opportunity for us to share best practice so thanks for your time and input"

