



## **Statement of Purpose**

### **About the Provider**

Service provider: Miracle Workers Agency Ltd

Legal Entity: Limited Company

Responsible Individual: Katy Warner

Manager of Service: Sara Morgan

Name of Service: Miracle Workers Agency Ltd (MWA)

Address of Service: Sterling House, Lewis's Lane, Abergavenny, NP7 5BA Tel: 01873 881306

### **Description of the location of the service**

Miracle Workers Agency Limited runs an office of 12 employed staff from Sterling House, Lewis's Lane, Abergavenny. Also on the premises, we run a regular week-long Training Course following the All Wales Induction Framework (AWIF) for new carers wishing to work through MWA on a self-employed basis, and re-training days for our existing self-employed carers. We have 8 assessors across the UK who will meet our long-term clients prior to care starting.

We provide 24-hour Live-in care for clients across the United Kingdom:

England: All Counties

Scotland: All Counties

Wales: Gwent, North Wales, Cardiff and Vale, Western Bay, Cwm Taf, West Wales

Powys

Northern Ireland: All Counties

### **About the service provided**

Range of needs we can support

Miracle Workers Agency Limited offers a specialist live-in care service to individuals and couples who require assistance in their own home. We provide three levels of care which are priced accordingly, and are set depending on the complexity of the care needed:

Level One – Carers will assist the client with the running of their home and provide assistance with a basic level of personal hygiene, such as being on hand while the client has a bath or shower.

Level Two – Where a client needs a greater level of support and help with a limited level of personal care, such as continence care and administration of medication.

Level Three – MWA can provide support and advanced care for those clients who require a greater degree of personal care in order to remain in their own home.

Miracle Workers Agency confirm the cost of care to the client in writing, prior to the service commencing.

Age range of clients

Adults aged 18 and over.

Number of Care Hours Delivered

With approximately 170 clients all over the UK, MWA provides over 10,000 care hours per week.

## **How the service is provided**

Enquiries

Most of our enquiries are made over the telephone although requests for information are also made through our website. The enquiry is always responded to by Lizzie Warner, Business Development Director. She endeavours to get a good summary of the reason a person requires care and whether it is a short or long-term need. She aims to answer as many questions as a client may have at this stage and send out or email our Initial Enquiry Booklet, Terms and Conditions and Price List.

Assessment

When it has been confirmed that a client would like to proceed on a long-term basis (6 weeks onwards), the appropriate assessor is contacted. Our local assessor will make these arrangements independently, but always as quickly as possible. Our assessor will spend one to two hours with the client and a member of their family collating administrative details on a Registration Form and compiling an Interim Care Plan. This will be based on their conversation with the client to find out the reason the client needs care; how they are being cared for at present; discussing medical history; a person's current routine; what they would like the carer to help them with; and background information: relevant details about a client's work history, family and interests.

Choice of Carer

Once the assessment report has been sent to the office, a care manager will be allocated and will be in touch with the client/family to discuss a suitable carer to start the assignment. We cannot provide face to face interviews for client and carer prior to care starting but the

care manager will identify the most suitable carer for the client, keeping as close as possible to their criteria, and discuss their suitability and availability with the client.

### Personal Plans

When a carer starts work with a client they will be provided with an MWA diary containing the Personal Plan written by the assessor. They are likely to make amendments to this very quickly and as care continues ensure that a client's personal plan is kept up-to-date and developed regularly. In the diary there will be a Risk Assessment Form for the carer to complete to provide more detail on risk associated with the client. A personal plan review will be undertaken every three months. Care managers will review the Personal plan in consultation with the person receiving care and/or their representative. If there are significant changes taking place, MWA will confirm that a face to face review meeting should take place with an assessor.

### Short Term Care

When care is required for a short period (under six weeks) for example for post-operative or respite care or a call has been made enquiring about emergency help, a care manager will need to complete a Registration Form and the Personal Plan over the telephone rather than arrange an assessment. If it is deemed that a client has complex requirements, we would suggest the client is assessed as a matter of urgency. Should a client continue to extend their short term booking to over six weeks, we would arrange for an assessment to be carried out.

### Standard of Care and Support

MWA have provided care to many satisfied customers over the years. Our goal has always been to assist a client to live as full and independent life as possible. Our carers will aim to assist a client to be as physically, mentally and emotionally healthy by being observant and pro-active and liaising with other health professionals as required. Our carers will ensure that clients are kept safe by risk assessing situations and notifying the office of any issues that need further attention. Carers will offer companionship and nurture hobbies and interests and involve clients in activities, wherever possible. Carers will maintain good family and personal relationships. They will observe and respect a client's religious and cultural beliefs.

### Language and Communication

We do not maintain a regular provision of carers with Welsh as their first language as this is not a service our clients have required to date. However, we do have carers who are proficient in other European languages such as French, Spanish, German and Italian.

MWA does not currently use any alternative communication methods.

### **Staffing arrangements**

## Number and qualifications of staff

### Administrative Staff

The Agency was founded by Miriam Warner, who is the owner of the business and Registered Provider. Katy Warner is the Responsible Individual/Managing Director and a Regional Assessor. Lizzie Warner is Business Development Director and a Regional Assessor.

Sara Morgan is the Registered Manager and Senior Care Manager. She has a Level 5 Diploma in Health and Social Care. She is supported by three further Care Managers, two of whom are retired nurses and one with an Advanced Level GNVQ in Health and Social Care.

MWA has a Recruitment and Training Manager, supported by an In-house Trainer, a Recruitment and Training Consultant and a Recruitment and Training Assistant who are responsible for the recruitment and training of all MWA carers.

There is an Office Administrative Assistant and a self-employed Book-Keeper.

There are eight regional assessors located across the UK, one of whom is a registered nurse and another is a physiotherapist.

### Carers

Our carers are all registered as self-employed and are requested to register with the Inland Revenue as a self-employed person. They need to provide us with a NI number and UTR number within 3 months of starting work with MWA. All carers are required to have a valid DBS Disclosure and we request that all carers register with the DBS Update Service. Two valid references both written and confirmed by telephone are required.

Over 50% of our carers have worked for MWA for over 3 years. This means they are eligible to register with Social Care Wales which will become a requirement in 2020 for carers working in Wales.

MWA has approximately 280 active carers on its books at any one time to ensure the provision of care to approximately 170 active clients across the UK.

A small percentage of these carers hold a Level 2/3 RQF. MWA is committed to increasing this number and is researching how carers who started the AWIF programme can be funded to continue their professional learning and complete the RQF.

Throughout the year we recruit and train new carers as many live overseas and will not work consistently throughout the year. Generally, carers will be available to work up to 3 months at a time; however, many choose to offer 4 to 6 weeks availability before taking a break.

### Staff Levels

Our carers' normal hours of work should be no longer than 10 hours per day with at least 3 hours free time provided (during day light hours). If a client needs assistance during the night and this is not established at the time of the assessment, MWA will expect arrangements to be made to ensure that the carer is either having adequate time off to compensate for this, additional help provided and/or a second live-in carer provided to share the workload.

### Specialist Staff

We do have a number of specialist carers who are proficient in the provision of:

- Terminal/palliative care

- PEG Feeding

- Basic Stoma Care

- Incontinence and Catheter care

- Mental illness such as Dementia, Depression, Anxiety

### Deployment of staff

Carers can expect to travel to any area of the UK.

### Arrangement for delegated tasks

Carers are trained to know which tasks they are able to carry out and which need the assistance of a District Nurse or other health professional.

### Supervision arrangements

Every three months Care Managers will arrange a formal supervision session by telephone with the carers of their clients. This session will be recorded on a Supervision Form, signed and dated and added to the carer's file.

Care Managers keep in regular contact with carers via telephone and email to monitor them and to provide support. They aim to contact carers at least every 14 days. Placements are supervised by regular telephone contact with the client and/or family members, by updates in the form of care plans and emails that are sent in from carers.

MAR charts are routinely reviewed quarterly and spot checks are carried out as and when the Care Managers request them. Care Managers monitor relationships between carers working together and also between MWA carers and other agencies providing support for our carers. Feedback is also sought from medical professionals such as District Nurses and Occupational Therapists. During reassessment diaries, MAR charts and care plans are checked by the assessor. Regular feedback is sought from clients for all our carers.

### Staff training and professional development

Carers will have attended our five-day Training Course (AWIF) which has been designed to help understand the importance of person-centred practice and the values that underpin all work in social care. It supports a common approach to induction in social care in Wales by outlining the knowledge and competence carers need to demonstrate in their first 12 weeks of employment. We believe continuous professional development is of paramount importance. However, it is the carer's responsibility to keep up-to-date with mandatory training requirements and research specialist areas to consolidate their knowledge and experience.

### **Facilities and services**

All client and carer records are stored securely in compliance with the new General Data Protection Regulations. A Privacy Policy is available via the MWA website.

MWA meets its clients in their own home. On the rare occasion clients wish to come into the office there are meeting rooms available where clients can talk to staff in private.

MWA has a large, dedicated training room with specialist equipment in order to provide a comprehensive training course for carers.

There is a dedicated interview room for care managers to interview carers following training and should they need to meet with them subsequently. In addition to the meeting room, this room is also available for administrative staff to meet.

### **Governance and quality monitoring arrangements**

The Responsible Individual's normal place of work is MWA's office in Abergavenny. She is in the office three to four days per week and is available five days a week by telephone or email. The Responsible Individual is a Company Director and reports to the Board of Directors. She has financial control of the business and meets quarterly with the Company Accountants. The Responsible Individual meets formally with the Registered Manager/ Senior Care Manager and the Recruitment and Training Manager not less than once a month and informally as often as is required.

Care Managers and the Office Administrator report to the Senior Care Manager and Recruitment and training staff to the Recruitment and Training Manager. In turn, they both report to the Managing Director as does the Business Development Director and Book-keeper.

Carer training is delivered by an In-house, accredited trainer to ensure the highest level of bespoke training.

All staff have a detailed job description outlining their responsibilities and receive an annual appraisal.

MWA has been assessed and approved to BS EN ISO 9001:2015 standards and guidelines for Quality Management Systems.

MWA is committed to ensuring the highest standard of care is provided and that it acts in the best interest of the client. Placements are monitored closely by the care managers and reviewed annually and assessors revisit clients when necessary.

A copy of MWA's Complaints Policy is available to all clients and carers in the back of the client diary which is sent to every placement. This policy is also available on our website. MWA makes every effort to resolve clients' complaints as quickly as possible. Complaints are dealt with in a consistent and prompt manner by acknowledging the complaint in an appropriate form and by commencing any investigation within a specified period of time as outlined in the full policy. If the person making the complaint is unhappy at any stage with MWA's handling of the complaint they have the right to take the matter up with the Care Inspectorate Wales. If MWA is unable to resolve a complaint within 20 working days the agency will inform the complainant and Care Inspectorate Wales. Due regard is given to the need for confidentiality in respect of information gained during an investigation.

MWA send out a quality assurance questionnaire every six months to a selection of new and existing clients. Feedback is acted upon and the report is made available to clients, their relatives or representatives, MWA staff and CIW. MWA also send out a quality assurance questionnaire every six months to our active carers. Again the feedback is acted upon and we email all our carers the results of the survey.

Katy Warner  
Responsible Individual  
August 2020