



## Quality of Care Review

December 2020

### Does live-in care improve your quality of life?

#### What we do well and the evidence for it.

Miracle Workers offers a bespoke service with the clients' individual needs at the centre of care planning. Assessors visit prospective long-term clients in person. Short-term clients are assessed by telephone. In both cases their personal outcomes, interests and background are always sought.

Where possible we will always try to place carers best suited to support the client's interests and lifestyle. Care managers will always endeavour to return a carer to a client where the placement has been successful.

Carers have been encouraging and helping their elderly clients to use technology such as FaceTime, Zoom, WhatsApp video call etc. to contact family and friends and to participate in church services whilst we have been in Lockdown.

Comments received to support this include:

"He really benefits from the stimulation provided by a live-in carer."

" I enjoy good food and I am particularly enjoying their cooking!"

" All the carers have been quite spiritual which has helped as my mother cannot go to church at present."

"Both carers are able to speak French to my mother which distracts her..."

"she is much stronger due to all the wonderful cooking the carers have done"

"Each Carer gave their own personalities and touch to enhance my Mother and Step-Father's life."

## What action is needed to improve and what do we want to develop?

Miracle Workers will ensure personal plans are kept up to date, including the client's changing interests and abilities as well as care needs.

We will continue to share ideas and advice with carers for activities that can be undertaken with their clients. This will be done via our Facebook page, Supervisions and phone calls.

## Summary

There is strong evidence to show that the majority of clients feel that live-in care provided by Miracle Workers improves their quality of life. Offering a bespoke service catering to individual needs has always been a strength for Miracle Workers and this continues to be the case.

Areas have been identified where further work could be undertaken on Personal Plans to ensure that care managers and carers alike are kept up to date with the client's changing needs.

## How does MWA ensure the safety and wellbeing of both clients and carers?

What do we do well and the evidence for it.

Care managers make regular telephone calls to their clients and representatives.

All carers, regardless of their background and experience, receive thorough training when joining Miracle Workers.

Carers are encouraged to contact the office frequently and advise us of any incidents to note ie. medication changes and accident reporting. They are also asked to seek assistance when required, for example with medication charts or manual handling queries.

Carers' mental health and well-being is monitored during the frequent office contact. They are encouraged to look after themselves and talk to the carer manages if they feel they are struggling for any reason.

In the last 12 months there have been no serious medication errors.

Miracle Workers has a robust safeguarding procedure in place should incidents arise that need to be reported and acted upon. In the last 12 months only three safeguarding incidents have arisen.

### What action is needed to improve and what do we want to develop?

Personal Plans will be updated following any accident to specifically highlight the current risk. Following an accident a new Risk Assessment for the client will also be expected.

The Supervision process will be strengthened to ensure all carers receive a regular Supervision (for every three months worked) which will include checking medication records and daily notes.

### Summary

A significant area for improvement is the formal recording of Supervision of the carers. Work is being undertaken to ensure all carers receive a regular Supervision session.

Further development of the clients' Personal Plan is being undertaken to reflect any areas of concern.

Evidence shows that Miracle Workers takes the safety and wellbeing of its clients and carers very seriously.

**Does MWA ensure carers receive an appropriate level of training and opportunities for development?**

What do we do well and the evidence for it.

All carers receive a week's induction training as part of the All Wales Induction Framework at our offices in Abergavenny. During the week they spend time with all care managers to ensure a good understanding of how Miracle Workers operates. Every year they are required to update their Manual Handling and Medication Administration Training and renew their DBS certificate. First Aid and Safeguarding of Vulnerable Adults is updated every three years. Carers will not be placed unless all training is up to date.

All Miracle Workers' carers are expected to be registered with Social Care Wales within a six month working period and as part of their ongoing registration they must undertake Post Registration Training and Learning (PTRL) each year. We have produced a guidance sheet for carers to help them with this and at Supervision time discuss how they are getting on.

During the Supervision process care managers always discuss what the carers enjoy about their job and if there are any aspects of care they would particularly like to develop. They are asked what sort of placement they would like next and encouraged to gain a wide range of experience.

Comments received to support this include:

"The training was very interesting and did not feel rushed or too intense."

"The training week has gone very well and I am glad to be back with MWA."

"All the carers have been of good quality."

'I still wanted to tell you that I really liked the Practical Manual Handling training given by Lesley last Thursday 31st October. I found the training relevant and engaging. In particular I liked how she builds up the programme, starting from a training situation which requires little manual handling, to progressively more intense manual handling with hoisting - always paying attention to little details in every training situation. And I also liked the way how she engages the carers, as recipients of the training, and how she manages to keep everyone involved until the end of quite a long training day'.

'It was really good overall. Very impressed with the kindness and warmth from MW'.

'I think it was amazing'.

What action is needed to improve and what do we want to develop?

Following the resignation of our In-house trainer we are currently using an external training company again. This does not provide the bespoke training and flexibility that is desirable so we will continue to look for a suitable candidate as our new in-house trainer.

From 2021 onwards Safeguarding of Vulnerable Adults and Fire Training will be updated every year.

Adjustments have been made to the training schedule to provide the best use of time for both carers and staff.

Miracle Workers will continue to provide ideas for post registration training and learning as part of our 'Update' emails.

A checklist for returning carers will be introduced to ensure they have kept up to date with any changes to policies, training etc. during their break.

## Summary

Evidence shows that Miracle Workers provides comprehensive training for all its carers. Work will continue to identify a new in-house trainer to provide the desired flexibility and ongoing support for the carers.

Adjustments continue to be made to our training requirements to ensure carers are well equipped to deal with whatever circumstance they find themselves in.

Miracle Workers will aim to provide a consistent level of quality amongst its carers.

## **Do MWA staff provide sufficient support to both clients and carers?**

What we do well and evidence for it.

80% of both clients and carers come to Miracle Workers via word-of-mouth which demonstrates a high level of satisfaction with the service we provide.

Care Managers take time to build good relationships with their clients and their representatives. They check in regularly with the carers by telephone to discuss the placement and are available for help and advice when necessary.

There is always a care manager on duty to provide support out of hours.

Miracle Workers has an excellent staff retention rate. Of the 79 carers recruited in the last 12 months, 73 remain.

Comments received in support of this:

“I have plenty of contact with Ceri and Miracle Workers and I am very happy with the service we receive.”

“Ceri has been able to iron out any difficulties and has a good understanding of what carer suits.”

“I am very pleased with Gemma’s care managing.”

“very happy with the service we receive from Miracle Workers”

“it is good to be able to discuss my client in person.”

A carer commented that she has work for MWA for 12 years without changing agencies mostly due to the support received from the care managers.

A carer commented that she likes the fact that MWA takes into account the carers’ wishes regarding placements.

What action is needed to improve and what do we want to develop?

Care managers will contact their clients at least once a month and remain in regular contact with the carer in place throughout the month.

Miracle Workers will develop a robust system to ensure carers receive a regular Supervision and are feeling confident in their placement.

Some carers have said they did not feel well supported particularly through the current pandemic. Whilst MWA has provided email updates with current information on government guidelines we will endeavour to strengthen our support for carers via telephone conversations, email, social media and Supervision.

An updated COVID-19 Policy will be circulated to all carers and placed in the client diary.

## Summary

The consistently high number of recommendations for Miracle Workers both to potential clients and carers is very satisfactory. The high retention rate of carers is equally satisfactory.

Whilst areas have been identified for improvement, evidence suggests that Miracle Workers generally provides the level of support required by its clients and carers alike.

Katy Warner  
Managing Director/Responsible Individual