



Quality of Care Review

December 2021

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 their 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.

Personal Plans are compiled with the client's individual wishes as the focus. These are regularly updated to reflect changing interests and abilities.

Comments received to support this include:

"[Miracle Workers have] done us proud over the last few years and we are very grateful for the excellent service which enabled Mrs C to stay at home until the end". AC

"Indeed, I'd like to take this opportunity to say a big thank you, to you and ALL the people at Miracle Workers, for doing such a fantastic and valuable job in these increasingly challenging times. We continue to be impressed by the quality of carers and the level of service you provide." PC

"MG has been an absolute godsend over the past few weeks and particularly during Mum's final days. She provided bedside reassurance and companionship throughout the week so Mum knew she was not alone and was in safe hands." TB

"She was the most perfect choice and became a true member and friend of our family. She looked after us in every way and we could not have managed without her. She was

extremely efficient and patient and apart from all the care promised by you was also an excellent cook and willing to undertake anything.” *FC*

“each [carer] has been a Godsend and we bless the day we enlisted your support.” *LP*

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

Ongoing issues relating to the pandemic are still affecting carer numbers. Miracle Workers is working very hard in this difficult climate to recruit enough carers to be able to continue to provide the best possible match for client and carer.

Miracle Workers continues to work on keeping Personal Plans up to date with clients’ changing ability, interests, and care needs.

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.

Miracle Workers will continue to research new avenues for recruitment to boost our carer numbers to enable better choice for clients.

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 have regular contact with both clients and their representatives by telephone and email.

All carers new to Miracle Workers, regardless of their background and experience, complete our induction course at our offices in Abergavenny. This gives us the opportunity to get to know them and to undertake a thorough interview in person.

All new carers must have received their COVID vaccinations before they are accepted onto our training courses.

Carers are encouraged to contact the office frequently and must 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.

Our supervision process ensures all carers receive a regular Supervision (for every three months worked) which includes checking medication records and daily notes. Carers returning to work after four months or more receive a Return to Work Supervision session. This ensures they have kept up to date with any changes to policies, training, paperwork etc. during their break.

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

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 1 safeguarding incident has arisen.

Comments received:

“O is calm, capable, kind and efficient.” *CL*

“M was an outstanding carer and my mother would like to have her back again” *HC*

“She is clearly very competent and manages everything with aplomb.” *PC*

“S has been a huge source of support in the months she has been with us and has always been kind and caring with D.” *MB*

“[The carers] are professional, diligent but most of all kind and calm.” *CI*

“The care managers did a good job of listening to my needs and matching me with the clients.”

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

Carers who have not been vaccinated will no longer be accepted onto training courses.

Personal Plans will continue to be updated following any accident to specifically highlight the current risk.

Summary

The regular supervision of the carers ensures care managers are able to respond quickly to potential problems and resolve these where necessary before bigger issues arise.

Personal Plans are being updated to reflect any areas of concern. Having an in-house manual handling trainer has enabled us to address concerns regarding manual handling quickly and to prevent problems arising. This keeps our clients' individual needs at the centre of their care.

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. The AWIF is completed over 6 months, after which carers are awarded their completion certificate. Every year they are required to update their Manual Handling, Medication Administration, Safeguarding of Vulnerable Adults, Infection Control, Mental Capacity and Fire Training and renew their DBS certificate. Carers will not be placed unless all training is up to date.

All Miracle Workers' carers who want to be considered for work in Wales, are expected to be registered with Social Care Wales within a six month working period. As part of their ongoing registration they must undertake Post Registration Training and Learning (PRTL) each year which MWA offers guidance and support with where we can. Many of our carers have really engaged with this and enjoy their continued learning.

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 full of detail and very thorough.” *MR*

“Very clear and all questions were appreciated and clearly answered.” *V*

“It was a very good overview of each subject.” *J*

“The trainers were fantastic.” *A*

“A lot of information in a short time but not too much to take in.” *CM*

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

We are always looking at our training programme to identify areas for improvement, both in terms of content and use of time. Whilst the external training company we use receives excellent feedback we will continue to look for a suitable candidate as an internal trainer to provide more flexibility.

One of our care managers is a manual handling trainer. She is also qualified in Administration of Medication training. She is able to assist carers with difficulties they are facing in the client’s home. Carers find this an excellent source of support. Where a carer falls short of the required standard in these areas, she is able to provide one to one additional training.

Miracle Workers will continue to provide ideas for Post Registration Training and Learning as part of our ‘Update’ emails.

Summary

Evidence shows that Miracle Workers provides comprehensive training for all its carers. Adjustments and improvements are made to our training programme 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. We receive a high volume of enquiries from prospective clients.

Care Managers are committed to building good relationships with their clients and their representatives. Carers are contacted regularly by telephone to discuss the placement and our care managers are available for help and advice when necessary.

Miracle Workers provides a 24 hour on-call service for clients and carers. Messages can be left for the duty care manager who will return the call as quickly as possible.

“SO is wonderful. Always goes the extra mile.” *K*

“[I] feel Miracle Workers offers a lot of support.” *MB*

“The office has been extremely helpful and approachable.” *MB*

“I wanted to thank you and your staff for your support and service the last few years, and in particular for all Ceri’s care, patience and professionalism, she has been a huge support” *RH*

“Particular thanks to Chrissie for the amazing support and wonderful good humour over the years.” *AD*

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. We are always seeking ways to strengthen our communication with clients and carers.

Miracle Workers has developed a robust system to ensure carers receive a regular Supervision and feel confident and supported in their placement.

MWA will continue to provide email updates to all active and inactive carers with current information on government guidelines concerning the COVID pandemic. We will continue to provide support for carers via telephone conversations, email, social media and Supervision.

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