



## Quality of Care Review

December 2023

### Overall Summary

#### 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. All new clients have their care needs assessed before care commences. 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.

Our aim is always to:

- ensure that our service consistently reflect the needs of the individuals who use and access our services
- actively encourage the people who use our services to be part of the decision-making process surrounding their care and support
- maximise the health and well-being of the people who use our services
- provide a service that demonstrates value for money, but never substituting cost over quality
- recruit and retain a diverse, skilled and experienced work force
- ensure compliance to regulations to protect the people who use our services

Comments received to support this include:

*"As a new client I am very impressed. The attention to detail when I was first seen at home was huge. And hugely reflected in the care I am having." BE*

*"Have been with MW for more than a year now and all has gone smoothly. Quality of care is extremely high." RM*

*"Just thrilled to have support/cover. Great quality care." CT*

*"My brother, sister and I are very impressed with the professionalism shown by the carers and staff at MWA." PS*

*“The assistance is invaluable – it is beneficial to have another person’s care and that brings new discussions and stimulation.” LG*

*“I think you are all extremely good to us/me. I returned to your company having received great help with my Ma.” EH*

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

Miracle Workers have taken on a fifth care manager in order to reduce the number of clients each care manager looks after. This is to enable them to have a greater understanding of each individual client’s care needs, and to be able to respond to changes quicker.

Considerable work has been done to develop our online platform, CarePlanner. The majority of carers are now using an app which enables care managers to monitor client information much more closely and respond to changes accordingly.

Miracle Workers continues to work on and develop personal plans to make sure they contain as much information as possible on a 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.

Care managers build good relationships with their clients and their representatives to ensure they are receiving the service they require.

MWA undertook a recent client survey where clients were asked to rate the service they received from 5 to 1 with 5 being excellent and 1 being poor. Of the responses we received, 87% rated all areas of the service they receive as 4 or 5.

## **Ensuring the Safety and Wellbeing of Clients and Carers**

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

Care managers strive to have regular contact with both clients and their representatives by telephone and email and to ensure they are fully involved with the care they receive.

Miracle Workers has a robust safeguarding procedure in place should incidents arise that need to be reported and acted upon. Referrals are made promptly when necessary and appropriate action taken.

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 keep Care Managers up to date with the client's changing care needs and to seek assistance when required. Personal Plans and Risk Assessments are update not less than every three months or whenever changes take place.

Carers receive regular supervision sessions which cover amongst other things: areas they are confident in and those they are less confident in; any current concerns or difficulties; whether they are receiving sufficient support in their placement; and any issues with their health both mental and physical.

Comments received:

*"They are quick to recognise when a situation needs action." CC*

*"I have full confidence in the carers' skills and abilities." JG*

*"Each of the two carers engaged to date have had to respond to a slightly different set of requirements as my mother deteriorates – but both have done so." RS-W*

*"[S] is amazing. The difference in my mother is like night and day. [S] took her out on a day trip. They went on the ferry to the mainland, had coffee and had their nails done, then came home and had dinner with the family at our house. The change in Mum is significant - bloody amazing to see what a different carer with a different approach can make." AC*

*"We also wanted to thank you .... and the agency for introducing us to such wonderful team of caring people. Mum was very lucky to have so many kind, thoughtful and selfless people looking after her and allowing her to stay in her own home for so long." JD*

*"They certainly do [provide support with interests and activities] I have been out and about establishing old contacts and making new ones." BE*

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

Client paperwork has been reviewed to increase the amount of information available to carers to ensure the client's care is delivered as they would want it. Risk assessments are

being updated every three months in line with the personal plan review to ensure any concerns are addressed.

Miracle Workers is developing its training programme to include more ongoing supervision for carers with little or no previous experience. Our in-house manual handling trainer will undertake sessions with new carers to ensure they are confident in what they are doing.

## 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 and risk assessments are being updated to reflect any areas of concern. Assessors will revisit clients where there are significant changes in care needs to ensure the information we hold is as relevant and up to date as possible.

Miracle Workers liaises closely with other health care professionals such as OTs and District Nurses where appropriate and ensures that reports are shared to ensure the client is receiving the best possible care and to ensure the safety of both the client and carer.

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

## Recruitment, Training and Development of Carers

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

We continue to be creative in our approach to recruitment using a number of different avenues to target the market in our aim to recruit and retain quality carers. We focus on the importance of the quality of staffing and will always make decisions based on what we believe is right for the business and the people who use our services in our efforts to recruit carers.

Carers receive a week's induction training covering the requirements of the All Wales Induction Framework (AWIF) and the English Care Certificate at our offices in Abergavenny regardless of their background or experience. During the week they spend time with all care managers to ensure a good understanding of how Miracle Workers operates.

Whilst we will continue to be as flexible as possible with our carer training, experience has shown that the vast majority of carers like to attend a full in-person training course rather than complete some of it online.

Every year they are required to update:

- Manual Handling
- Medication Administration
- Safeguarding of Vulnerable Adults
- Infection Control
- Mental Capacity
- Fire Safety
- Their DBS certificate.

Carers will not be placed unless all training is up to date.

We will continue to develop and skill our workforce to ensure as a business, we provide carers that are suitably trained to meet the demands and needs of the people who use our services.

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 Continuing Professional Development (CPD) each year which MWA offers guidance and support with where we can.

Comments received to support this include:

*"I also wanted to thank you and your team properly for the training last week. I found it to be extremely professional, interesting, informative and confidence boosting! I am excited about my new career as a carer and very grateful for the excellent training and opportunity(s) you have offered me." LH*

*"The trainers were very clear in their subjects and I asked questions." EW*

*"Lots of support, everyone have been very kind and helpful." AS*

*"I feel what we are given in training is excellent and I feel more confident to go and work." HvZ*

*"I felt involved in all the training sessions and was able to ask questions." SB*

*"The training was fantastic and all our trainers were friendly made me feel comfortable." MT*

### **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.

Where carers are struggling or need additional support in the workplace, our in-house manual handling trainer is available to help. This has proved to be a very useful and popular

service. This will be developed further to provide ongoing training and support to those new to care. Our in-house trainer will arrange sessions to ensure that carers are confident in what they are doing. First aid training will also be delivered by an in-house trainer and we will offer a practical refresher course in the office to carers who want it.

Where issues have arisen, Miracle Workers will use its quarterly newsletter, as well as "Update" emails to provide carers with reminders and information to reduce the risk of repeat incidents.

## Summary

Evidence shows that Miracle Workers provides comprehensive training for all its carers. Whilst the vast majority of carers like to attend the full in-house training course, flexibility in our training programme ensures that we can meet individual carer's training needs to suit their circumstances. Currently all trainees are attending the full course at our offices in Abergavenny.

Miracle Workers will continue to aim to provide a consistent level of quality amongst its carers. Our carers come from a wide range of nationalities and cultures and a mix of genders and ages. We are proud of the diversity of our workforce.

## Providing Support for Clients and Carers

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

80% of both clients and carers continue to 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 whenever 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.

Carers receive regular supervision sessions with care managers, during which they always discuss what the carers enjoy about their job and what they are finding difficult. 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:

*“Thanks very much to you and your team this year. It’s been a new step for us all, but I am so glad we went with MW, the carers and support you have given us has been fantastic.” RH*

*“I wanted to thank you, [A] and the other team members at Miracle Workers for the speed and efficiency with which you have got help to us. [M] arrived on Monday, far quicker than I thought would ever be possible, to look after my mother-in-law. This has been a huge help, and relief, to our family so thank you very much for all that you did to make it happen.” SR-W*

*“Its very kind of you and made the loneliness of currently no family here a little easier to know I have my MWA family right here with me cheering me on.” CC*

*“..... MWA care for the cares as well as the clients. Carers are always kept informed and can call for a chat. You keep us up to date with everything. Pull us up if things aren’t right which is good”. JM*

*“Carers have been very sensitive to mum’s needs in providing excellent care but remaining in the background.” RM*

*“I cannot praise the compassion and empathy of the carers enough.” JG*

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

Care managers will aim to contact their clients at least once a fortnight and remain in regular contact with the carer in place. 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 session and feel confident and supported in their placement.

An ongoing support system for new carers is being developed and Miracle Workers is looking into a mentoring system to further support those new to care.

### **Summary**

The majority of Miracle Worker’s clients come via word of mouth. This also remains the same for our carers. This indicates a high level of satisfaction with the agency which is very pleasing to see and we are grateful for the loyalty and support our clients and carers offer us. The high retention rate of carers is equally satisfactory.

Carers are encouraged to seek help and advice from the care managers whenever they have concerns. There is a care manager on call 24 hours a day to provide support to the carers and clients and their representatives.

Whilst we will always continue to seek to improve the service we offer, evidence suggests that Miracle Workers generally provides the level of support required by its clients and carers alike.

Katy Warner  
Managing Director/Responsible Individual