



Quality of Care Review

June 2022

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:

"Thank you so much for your patience and wonderful assistance in providing carers for many years and we will certainly be recommending Miracle Workers to everyone who needs help. They are as the name implies "miracle workers"." AD

MWA 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

"we were really pleased with the service. P, as you know, turned out to be a gem. She, and the backup workers, made sure that Mum and Dad had as good a life as possible until they died. Thank you!" PB

“We have had some really lovely carers over the past years, particularly the last few months and we all very much appreciate the effort you put in to finding us these lovely people.” LGS

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

Ongoing issues relating to the pandemic, as well as Brexit, are still impacting on 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.

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. In the last 12 months no safeguarding referrals have been substantiated.

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.

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.

Comments received:

"His care for Dad has been exemplary – and he has gone above and beyond his duties on many occasions. He really has helped to make the last few months of dad's life as safe and comfortable as they could be." HH

"...thank you for the serious miracle that has happened with mum's care! M is an absolute treasure – she is so lovely and positive and bubbly and just brilliant with Mum, who seems to be on great form, happy and relaxed and generally thriving. " MM

"I just wanted to let you know how wonderful J has been in caring for my mother. It has not been easy for her and this last week J has been astonishing in very difficult circumstances." RD

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

MWA will continue to ensure Personal Plans are kept as up to date as possible with clients' individual needs. Assessors will be encouraged to gather as much detail as possible at assessment of clients' likes and dislikes as well as their interests and the outcomes they wish to achieve from having live-in care.

Contact with other health care professionals such as OTs will be sought where appropriate to ensure the client is receiving the best possible care and to ensure the safety of both the client and carer.

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.

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.

All carers receive a week's induction training as part of the All Wales Induction Framework (AWIF) 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. The AWIF is completed over 6 months, after which carers are awarded their completion certificate. 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 cares 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:

"Miracle Workers instils confidence into its carers."

"The course significantly improved my existing knowledge. I feel much better prepared!"

“All staff are helpful and supportive.” J

“Loved the medication course with Lisa. Great presentation!” PB

“I feel as though I will be well supported in my work.” R

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 continue to receive excellent feedback we also look into alternative means of delivering the best possible training for our carers.

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 CPD as part of our ‘Update’ emails and in our Carer Newsletter.

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 continue to aim to provide a consistent level of quality amongst its carers.

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 session 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:

“We would like to let you know how much we have appreciated the care and support that Peter has given to us as a family. His care for Dad has been exemplary – and he has gone above and beyond his duties on many occasions.” HH

“My sincere thanks to you Sara for all your help and support over these past few difficult years, MW have been great.” TT

“Thank you for all the support this year and the work you and all the office put in through the year to provide us with the base, everything we need in our placements.” KG

“The support you have given has been great and I can’t thank you enough.” AM

“Many thanks as always for all your support - you are an agency to be proud of.” KL

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. 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