



## Quality of Care Review

June 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 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.

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:

"It enabled us to keep her at home until the very end of her life, which was such a nice thing for us to do when visiting her elsewhere, in the current circumstances, would have been virtually impossible." *MG*

"She has fitted in so well that they can't believe how well you have done to get the match so right, she is beyond how we expected a carer to settle." *RT*

"The care and consideration you put into finding the many suitable carers for us made the difficulties around Mum's strokes so very much easier for all of us." *CC*

"Thank you so much for finding IP to care for our mother in her last few months. We couldn't have asked for a kinder, more caring friend." *NH*

“We have had some exceptionally special carers from Miracle Workers who looked after my mother over a number of years...” LN

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

Miracle Workers continues to work on updating personal plans regularly. This enables carers to see and monitor clients’ changing interests and abilities as well as care needs.

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.

### **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 have regular contact with both clients and their representatives, via email and telephone.

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.

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.

Our supervision process had been strengthened to ensure all carers receive a regular Supervision (for every three months worked) which includes checking medication records and daily notes. Carers returning to work after a four months or more away now 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 carer 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 3 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.

We are putting manual handling risk assessments in place for clients with significant manual handling needs or where there are difficulties.

### **Summary**

A significant area for improvement has been the formal recording of Supervision of the carers. All carers in work are receiving regular supervision sessions.

Personal Plans are being regularly 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 potential problems arising.

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. We have produced a guidance sheet for carers to help them with this and at Supervision time discuss how they are getting on. 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:

"[Training] exceeded expectations, wonderfully thorough" *ML*

"The week was very informative, thorough and caring" *CB*

"Very clear, good contact, I could ask as many questions as I wanted" *Anon*

"Practicals helped tremendously" *ML*

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

Miracle Workers is currently using an external training company. This does not provide the flexibility in training that we would like, so we will continue to look for a suitable candidate as our new in-house trainer.

One of our care managers has now completed manual handling trainer course. She 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.

We are always looking at our training programme to identify areas for improvement, both in terms of content and use of time.

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. 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. 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.

### **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. 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.

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

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