



Quality of Care Review

June 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:

"I am writing to thank you for the excellent care service you provided for my mother. The carers placed were exceptional..." GD

"she seems to be very good and mother is delighted. She is a very good cook, level-headed, friendly and plays a full part in family life." RS

"Thank you more than I can ever say for coming to [CF] to look after me. I have loved being with you." GN

"She was the nicest, friendliest person you could meet. Nothing was too much trouble for her." SH

“AB was great and my father is so very much better and back to total independence..... She was exactly what was needed...” SW

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

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. Research is undertaken to find the best source of carers.

A greater pool of carers would enable us to react quicker to new enquiries.

Miracle Workers continues to work on Personal Plans to make sure they contain sufficient information 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.

Miracle Workers will continue to research new avenues for recruitment to boost our carer numbers to enable a 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:

"...thank you for the help and guidance over what has been a difficult time for all of us. I have been largely impressed with the Miracle Workers carers." LW

"...I am enormously grateful for the 'peace of mind' having a Miracle Worker in place to support him will give me and our family" SM

"everyone is willing to help and to provide as much support as they can." MK

"At training everyone seemed very helpful and concerned with carers' welfare." TB

"I have built up a good relationship with the care managers. I am able to call the office and know if I have a problem there is someone that can help and advise." J

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. Assessors will be contacted promptly when we identify areas for improvement in information gathered at assessment.

Paperwork is kept under review to ensure the right questions are asked at assessment.

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. 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. 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.

Liaison with other health care professionals such as OTs and District Nurses is sought where appropriate 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 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.

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.

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:

"E also talked to me about her experience working with your agency and spoke very highly of you. It is very reassuring and, I am told, not at all common when people are so happy with their employers/ agency." KH

"I was impressed with the professionalism shown by all of the staff and the trainer, and now feel very confident that working with Miracle Workers was an excellent choice." PG

"I think the course was the right length and that each topic was given enough time to understand and digest." DG

"Training was excellent in that we were not fed answers. Care was taken in explaining steps to get to outcomes/results." AM

"All staff were friendly and helpful." JB

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. A new trainer has provided greater flexibility with training courses.

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 and one we would wish to develop further. This may be extended to include first aid, in order that we can offer a practical refresher course in the office to carers who want it.

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. 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.

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:

"My mother would not have been able to spend the last years of her life in her home if it hadn't been for the incredible support received from Miracle Workers..." CS

"J in particular has been exceptional these past few months and we are so grateful to have had her support." BG

"I like the fact that care managers get to know carers and try to match them as best they can to the clients" SD

"I feel they [MWA] have your best interests at heart." CM

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. A new supervision form has been introduced to ensure it does not become a stale exercise. We will continue to regularly review the form.

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.

Whilst we will always 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