

MarkelCare

for Elderly (Includes residential and nursing care)

PRACTITIONER SERVICES

On-site services

Delivered by Markel Care Practitioners

Regulatory compliance services

1. CQC health check
2. Preparing for inspection
3. GDPR
4. Challenging judgements
5. Reg 17 audits

Risk management services

1. Tailored health and safety for one site
2. Reducing claims
3. Management systems and risk registers
4. Business continuity and emergency planning for one site

Training services

1. Accident and investigation
2. Safeguarding incl. DoLS and recruitment
3. Health and safety assessment
4. Fire marshal
5. Fire-risk assessor
6. First level management
7. Lifting and handling

Business growth and tendering services

1. Commissioning strategies
2. Change management
3. Strengthening procurement
4. Tender support and contract management

Quality assurance services

1. Quality assurance
2. Quality audit

PRACTITIONER SUPPORT

Regulatory and criminal legal services

Delivered by Markel Law

We can help with:

- ✓ CQC penalty notices/enforcement
- ✓ Factual accuracy challenge
- ✓ Safeguarding advice
- ✓ Employment disciplinary
- ✓ Professional discipline
- ✓ Inquests
- ✓ Criminal investigations
- ✓ GDPR and disclosure
- ✓ Contractual queries
- ✓ Governance

Tax advisory and planning

Delivered by Markel Tax

We can help with:

- ✓ Capital allowances
- ✓ Property and VAT
- ✓ IR35

Contact:

Jonathan Taylor

Director, London and Head of Charities and Care

☎ 020 3795 2566

✉ jonathan.taylor@innovationbroking.com

Services provided by Markel Care Practitioners, Markel Tax and Markel Law

uk.markel.com/markel-care-practitioners

www.markellaw.co.uk

www.markeltax.co.uk



ON-SITE PRACTITIONER SERVICE DESCRIPTIONS

REGULATORY COMPLIANCE SERVICES

1. CQC health check: provide CQC health checks including compliance to the latest regulations and best practice
2. Preparing for inspections: ensure you are prepared for CQC inspections and help you maintain or improve your rating
3. GDPR: provide GDPR compliance assessments
4. Challenging inspection judgments: we also undertake serious case reviews and safeguarding investigations
5. Reg 17 audits: we undertake Reg 17 audits to ensure you meet regulatory obligations

RISK MANAGEMENT SERVICES

1. Tailored health and safety for one site: provide tailored fire risk assessments for the care and health sector, as well as generic environmental risk assessments; formats and tools enable on-going self-assessment
2. Health and safety management systems and risk registers: provide assessment of existing risk registers and/or perform risk analysis
3. Reducing claims: as specialists in reducing insurance claims our training provides:
 - Methods to reduce liabilities, reduce claims and investigate claims
 - Enhanced incident and accident reporting systems to reduce overstated claims
 - Organisational and cultural behaviours for staff and managers
4. Business continuity and emergency planning for one site: provide framework to ensure resilience of your business following a disruptive event

BUSINESS GROWTH AND TENDERING SERVICES

1. Commissioning strategies:
 - Develop strategies together with leadership teams and stakeholders
 - Support preparation and presentation of business cases to decision makers
2. Change management: support implementation of change where dictated by commissioners and regulators
3. Strengthening procurement: advise on procurement approaches; mentor and build capabilities in commissioning and procurement
4. Tender support and contract management:
 - Support contract management following award of tender
 - Assist in developing arrangements with NHS agencies, CCGs etc.

QUALITY ASSURANCE AND QUALITY CONTROL SERVICES

1. Quality assurance: review and/or develop of bespoke balanced scorecards
2. Quality audit: provide service user consultation systems

Contact:

Jonathan Taylor

Director, London and Head of Charities and Care

☎ 020 3795 2566

✉ jonathan.taylor@innovationbroking.com

Services provided by Markel Care Practitioners, Markel Tax and Markel Law

uk.markel.com/markel-care-practitioners

www.markellaw.co.uk

www.markeltax.co.uk



MarkelCare for Elderly

Case study: Quality assurance



Service provider: A provider of two nursing homes in Wales.



Support offered: The provider had been subject to safeguarding investigations by the local authority and requested a review of their existing quality control/assurance systems and processes.



Deliverables: Full review and recommendations for strengthening their systems which were subsequently introduced by the insured.



Outcome: Safeguarding referrals ceased and Markel Care Practitioners was requested to conduct quarterly reviews of the service against regulatory standards going forwards.

Case study: Medication training



Service provider: A day centre for the elderly, not regulated by CQC.



Support offered: The provider requested medication training for all staff.



Deliverables: Visit undertaken and customised training designed and delivered to complement this setting.



Outcome: The client emailed Markel Care Practitioners:

"We would just like to give you some feedback re. our training on Monday. Markel Care Practitioners provided us with medication training from a brilliant trainer. We would like to sing her praises. It comes across that she is dedicated to improving older and younger people's lives. The training was informative and was put together very well. It has certainly increased our knowledge of medication."

Contact:

Jonathan Taylor

Director, London and Head of Charities and Care

☎ 020 3795 2566

✉ jonathan.taylor@innovationbroking.com

Markel (UK) Limited

All information accurate at the time of production January 2021.

This document is not a policy document and contains only general descriptions. Policyholders must refer to the actual policy issued for the binding terms, conditions and exclusions of cover.

Markel (UK) Limited is an appointed representative of Markel International Insurance Company Limited (reference no. 202570), which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Registered Office: 20 Fenchurch Street, London, EC3M 3AZ. Registered in England and Wales with company no. 2430992.

Markel Care Practitioners is a trading name of Markel Consultancy Services Ltd registered in England and Wales No: 08246256. VAT number 245 7363 49. Registered address: 20 Fenchurch Street, London EC3M 3AZ.

Markel Law LLP is regulated by the Solicitors Regulation Authority no. 459781 and registered in England and Wales with company no. 0C325244. VAT No. 245 7363 49. Registered office: 11th Floor, 82 King St, Manchester, M2 4WQ.

Markel Tax is a trading name of Markel Consultancy Services Limited registered in England and Wales with company no. 08246256. VAT number 245 7363 49. Registered address: 20 Fenchurch Street, London EC3M 3AZ.

Markel Corporation is the ultimate holding company for all the above companies.

Markel Care Practitioners, Markel Law and Markel Tax services are not regulated by the FCA.

Calls from a landline will be charged at your local rate. Calls from mobile phones are charged at your local rates in accordance with your tariff.

