

# MarkelCare

## for Vulnerable Adults

### 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

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

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# MarkelCare for Vulnerable Adults

## 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

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# MarkelCare for Vulnerable Adults

## Case study: Health and safety management systems



**Service provider:** A charity working with and supporting socially excluded people within London and the UK.

The services provided include a wide spectrum of support such as welfare benefits advice and training courses through to independent living equipment and accessible transport.



**Support offered:** The charity has grown since its inception in the 1950s and required a root-and-branch review of its present health and safety management arrangements.



**Deliverables:** New system was devised and introduced together with a range of policies and procedures and periodic audit arrangements.



**Outcome:** The charity has gone on to sign a long-term support agreement with Markel Care Practitioners to review and keep insured up dated with its health and safety responsibilities.

## Case study: Risk assessment processes



**Service provider:** A regional provider working to educate, rehabilitate and promote the mental improvement of offenders, or other persons in need linked with the rehabilitation of persons discharged from penal institutions.



**Support offered:** The provider requested support and assistance to strengthen their risk-assessment processes to be in line with local authority policy and expectations.



**Deliverables:** Risk assessments reviewed and recommendations made and implemented.



**Outcome:** The provider contacted Markel Care Practitioners with the following feedback –

*“Hi Markel Care Practitioners, we found the day very productive. We are all in the process of implanting the action points from our discussion. Thanks very much for the feedback on the day we found the whole exercise useful in shaping our approaches to risk management. Hope to see you again next year.”*

## Case study: Risk management audit



**Service provider:** A non-profit company providing residential, therapeutic and educational services to individuals over the age of 18, who fall on the borderline of learning disability and complex emotional needs.



**Support offered:** Risk-management audit.



**Deliverables:** A number of processes were observed and recommendations for improvement were made.



**Outcome:** The client was delighted with the experience of the audit and quoted –

*“It was our first experience of an audit and we had been a bit anxious not knowing what to expect, but your approach and positive feedback left us with a warm glow about the things that you recognised we were doing well.”*

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