

# Allied Healthcare Annual Quality Report 2017



## The Allied Healthcare Way

We pledge to deliver quality home care that our customers can rely on and are working continually to keep people in their own homes. At Allied Healthcare, we know that enabling people to continue living in the place they feel most comfortable can help them enjoy healthier, more fulfilling lives.

## Working to Keep People in their Own Homes

We know that enabling someone to remain at home is about much more than familiarity; their home is where they can be surrounded by the possessions and many memories they cherish. We do this by delivering high-quality care that's tailored to the individual, from every day home care to expert clinical support for those with more complex conditions.

## Our Services

We deliver care across a range of specialisms and are able to cover anything from short visits to longer, more intense care and support including health-related care, complex care, respite, live in and overnight care. Crucially, we understand that not everyone has the same needs; that is why we tailor our care services to each individual's requirements.

## Our Vision, Our Values

### Vision

To deliver high quality, innovative and cost-effective services, meeting the needs of all our patients and customers, creating the most successful provider of primary healthcare services in the UK.

### Values

**Respect and Dignity:** Valuing people and their differences, respecting the views of our colleagues, customers and service users.

**Teamwork:** Actively work with others, participating in achieving our shared goals and providing opportunities for all to reach their full potential.

**Customer Focus:** Establishing and maintaining effective relationships with internal and external customers, focusing on their current and future needs, and exceeding their expectations.

**Quality:** Taking ownership of the quality of everything we do and continually improving our quality benchmarks to ensure exceptional services for our customers.



**Innovation:** Generating new ideas to improve the way we work and the services we offer, valuing input from all colleagues.

**Communication:** Working in an open and honest manner, sharing dialogue with colleagues and customers, to enable effective two way communication and feedback.

## Governance

### Review of Governance Arrangements

Throughout the past year, we have reviewed the governance arrangements throughout the company, with the aim of assessing how well the governance arrangements at a local level supported the delivery of care and that the services are safe and of a required level of quality. The outcome of the review is being used to strengthen the quality assurance arrangements across the whole company.

Within the company, we look to share quality assurance both up through the company to the board and down through the company to our workforce.

### Risk and Opportunities Meeting

The Risk and Opportunity Committee will be a sub-committee of the Business Board. Items can be escalated to the Risk and Opportunity Committee from governance meetings, incident review and health and safety meetings.

### Governance Committee

The clinical governance meeting ensures a standardised approach across the business; identifying and mitigating risks. Items will be escalated to the executive team as required by the Risk and Opportunities Committee.

### Children's Committee

The children's committee meeting ensures a standardised approach across the business; identifying and mitigating risk while ensuring the voice of the child is heard within Allied Healthcare. Items will be escalated to the executive team as required by the Risk and Opportunities Committee and down through company meetings, e.g. incident review, Children's Committee, clinical meetings and operational meetings.

### Incident Review Meetings

The incident review meeting is a subcommittee of the Risk and Opportunity Committee to review yellow, amber and red incidents from the prior period.

### Learning and Development

The Allied workforce has much to be proud of, providing services that, at their best, can transform the lives of those they work with. At Allied, we recognise that staff with the right skills, knowledge and abilities are our most valuable resource.

We are committed to providing our new and existing staff with opportunities for learning and development in the belief that increasing employee skills and knowledge will produce confident, highly qualified staff working as part of an effective and efficient team.



Our learning and development team are committed to a policy of training and developing staff to meet its current and future requirements and believe that the development of staff leads to an improved quality of service, increased efficiency, greater job satisfaction and enhanced career development opportunities.

The aim is to develop the highest calibre of staff and improve performance by providing planned development opportunities, education and facilities on an equitable, fair and flexible basis for all staff groups.

## Care Worker Induction and On-boarding

We are committed to offering our care workers a comprehensive induction programme, mandatory training and a library of specialist training in line with each country's regulatory authorities. These requirements support employees in delivering evidence-based practice and the best possible standards of service across the company.

New care workers are supported through a three-day induction programme designed to ensure that individuals are welcomed to the company and industry standards and are fully equipped to ensure service user safety, the management of medication, emergency aid, moving and assisting and health care tasks.

The induction programme is underpinned by a personal development workbook and a library of online modules, forming a key element of a broader 12-week on-boarding and 'care coaching' process. In addition to the 12-week on-boarding process, Allied is dedicated to training specialisms and works flexibly with local authorities and councils to develop the unique skill set required to meet complex care needs, for example, learning disability services, children's services and reablement training.

## Care Coaching Process

To ensure our care workers are fully compliant, competent and confident in delivering exceptional care to those they support, at Allied we promote on-the-job learning through our care coaching initiative.

Following their three day classroom induction every new care worker employee is assigned a care coach, who leads the new employee through a minimum of 16 hours of supported and structured learning out in the field. We advocate the 'I Do, We Do, You Do' coaching philosophy which allows our new employees to observe, practice and demonstrate the delivery of safe person centred care guided by an experienced coach.

All coaching activity is recorded within the care worker's induction passport and reviewed by the line manager to ensure all competencies and standards are met prior to signing-off our new employees to deliver care independently.

To support our coaches to unlock the potential of your new care workers, our care coaches are selected on merit, trained to coach and rewarded for the fundamental part they play in developing confident and skilled care workers, who deliver quality care.



## Qualifications and Assessment

Allied is committed to offering workforce apprenticeships in England and Wales, allowing employees to achieve a Nationally Accredited Qualification. The standards for the Intermediate Apprenticeship in Health & Social Care (Level 2) map into the job description of Allied care workers and offer additional units to ensure that any specialist skills, knowledge and abilities are accredited accordingly.

The Advanced Apprenticeship in Health & Social Care (Level 3) framework links to the care quality/field care supervisor job description and so provides a further opportunity for employee progression.

The Higher Apprenticeship meets the specifications for branch managers and accredits the Level 5 Health & Social Care Diploma, required by CQC for the registered manager title.

Allied are also committed to offering further apprenticeships in business administration and team-leading to ensure additional opportunities for development across its employee workforce. Allied is dedicated to celebrating the achievements of its employees and continues to offer support by delivering diplomas and short courses to give its workforce the specialist skills, knowledge and ability to meet the needs of its service users and contracts.

## Innovation

During 2017 Allied Healthcare reviewed the process used to generate care staff rota's and identified that there was a requirement to amend the process to address excessive accumulated travel time and mileage.

Following the review we implemented the use of an additional facility within our Coldharbour scheduling system which enables planned visits to be scheduled in a rounds format, this effectively enables us to group visits within smaller geographical locations and assign individual care staff to a round.

A training course was built to provide our scheduling staff with the ability to not only implement the use of the rounds facility but also to optimise rounds to produce the minimum travel time and mileage undertaken by our care staff.

## Electronic Call Monitoring

Allied Healthcare began implementation of a mobile electronic call monitoring solution in 2017, and this will continue into 2018. This solution enables us to deliver individual care staff assigned rotas via a provided mobile telephone, thus removing the requirement for paper rotas and laborious confirmation processes. This system offers the ability to monitor the arrival and leave times of our care staff against planned visits and electronically match the two.

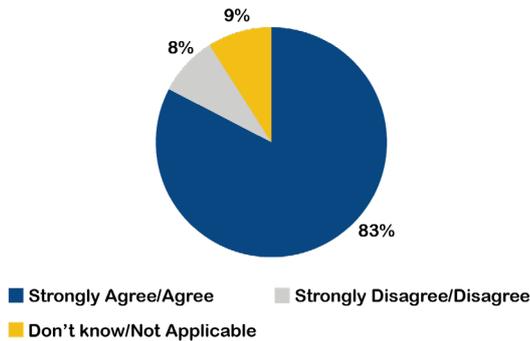
During 2018 we are reviewing our care planning, log book and MAR chart processes with a view to replacing the existing paper-based system with a digital version. This will support our long-term goal of becoming paperless.



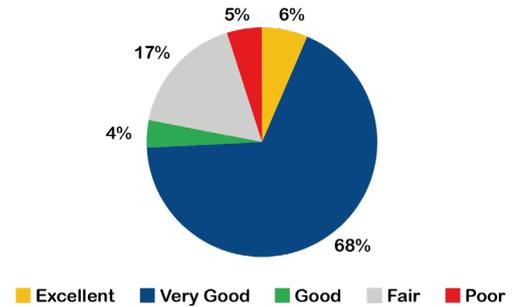
## Customer Survey Results

Each customer received an annual satisfaction survey from our central team.

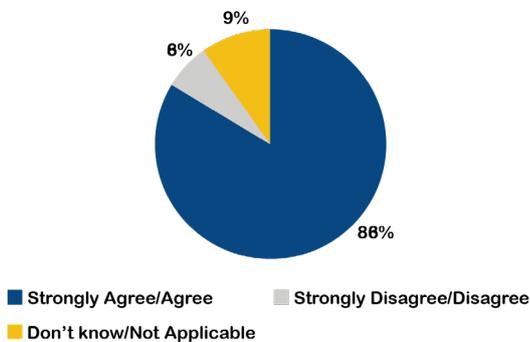
I would recommend Allied to friends or family if they needed similar care



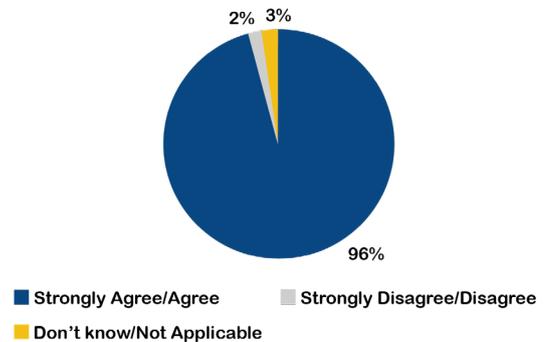
Overall, how would you rate the service you receive from us?



The service has improved my quality of life



Carers treat me with dignity and respect



## Compliance

Allied Healthcare is regulated by:

Care Quality Commission (CQC) in England  
 Care Inspectorate Scotland  
 Care Inspectorate Wales

We strive to improve the quality of the services we provide and work closely with our regulators to achieve this.

## Regulatory Inspections

End of year results for 2017; here is the percentage of our branches that were with the relevant regulatory inspections

CQC	80.00%
Care Inspectorate Scotland	100.00%
Care Inspectorate Wales	81.82%

## Incidents

We endeavour to offer a high-quality service every time; however, we do understand that there may be occasions when our customers feel that we have not quite met their expectations. We aim to prevent problems before they arise and where necessary we investigate to find the cause and learn from our investigation findings to continually improve the service.

