





CARE SOLUTIONS

HR&OD Care Solutions specialises in supporting Health and Social Care organisations, offering comprehensive services.

We are dedicated to enhancing compliance, quality and efficiency in the Health and Social Care sector.

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ABOUT US

HR&OD Care Solutions' mission is to provide thorough and effective support to health and social care providers. Helping to improve the standards of care that are delivered and to ensure your business is efficient in all areas.

We offer support in the following areas and more:

- CQC registrations
- CQC Mock Inspections
- Tender writing
- All forms of HR support from conflict resolution to writing policies
- Face-to-face training courses
- Mentoring services
- CQC compliance
- Care consultancy support providing advice on where improvements can be made
- Quality audits
- National minimum wage and annual leave compliance
- Marketing support

We care because you care.





OUR SERVICES



Care Consultancy

Your one stop shop for Care Quality, Training & HR.

Mock CQC Inspections

Get CQC inspection ready and identify risks before they become problems.

HR Outsourcing

Disciplinaries, mediation, absence management, policy writing and expert support on your HR issues.

Tender Writing

Let us help you apply for Local Authority contracts to grow your business.

CQC Registration

Helping you get set up right first time with CQC Registration Support.

Complaints Outsourcing

Let us take care of your complaints process to ensure feedback is actioned and complaints are managed and reviewed effectively.

Training

Basic Life Support, First Aid, HR Essentials for people Managers, Care Staff Training and more.

Quality Audits

Get a second pair of eyes on your processes from care plans to risk assessments.

NMW Compliance

We'll audit your service to make sure you're on the right side National Minimum wage legislation.

Service Turnaround

We're on hand to deliver support, coaching and training to your team, as a result, improving your service.



CARE CONSULTANCY



We want every client we work with to see us as an extension of their own team; whether we're working on your complaints process or providing a mock CQC inspection. However we work with you, we want you to have a level of tailored services you'd expect from your internal team.

You'll always get a single point of contact, this way you're not inundated with names and confusion over who to talk to about what. Every service we offer will be bespoke to your business' needs and we'll check in with you throughout to make sure we're meeting expectations.



CQC MOCK INSPECTIONS

Are you prepared for your upcoming CQC inspection?

No, don't worry! HR&OD offer a comprehensive service to ensure that your organisation is fully prepared and is on the road to success. Our team of experts will conduct CQC mock inspections, providing important insights and information into which areas will need improvement before the actual CQC inspection takes place.

With our in-depth knowledge of the CQC requirements, our team will assess your organisation in order to align you with the CQC regulations and standards.

Our CQC mock inspection services are competitively priced into four separate categories, all sharing the same objectives.

All prices are exclusive of travel costs anywhere over 40 miles from the Consultant carrying out the work. We have consultants across England and always try to minimise travel.





CQC MOCK INSPECTIONS PACKAGES

Bronze CQC Mock Inspection Package, from £950 + VAT*

1 day snapshot mock inspection carried out remotely
Reporting on some key quality statement risk areas
A dedicated point of contact
1 x 30 minute follow up meeting to monitor process going forward

Silver CQC Mock Inspection Package, from £1,495 + VAT*

1 day on site themed** mock inspection in line with new framework
Written report of the findings and recommendations
Action plan
Teams meeting to go through outcomes report and action plan
Dedicated point of contact
2 x 1 hour Follow up meeting to monitor process going forward

Gold CQC Mock Inspection Package, from £1,875 + VAT*

2 days on site up to three themed** mock inspections in line with the new framework
Written report of findings and recommendations
Action plan
Teams meeting to go through outcomes report and action plan
Dedicated point of contact
4 x 1 hour follow up meeting to monitor process going forward

Platinum CQC Mock Inspection Package, from £2,300 + VAT*

3 days on site to carry out a full mock inspection covering the five key questions
Written report of findings and recommendations
Action plan
Teams meeting to go through outcomes report and action plan
Dedicated point of contact
6 x 1 hour follow up meetings to monitor process going forward

*Plus travel costs anywhere over 40 miles from the Consultants carrying out the work. We have Consultants across England and will always try to minimise travel.

**Themed on any one of the 5 CQC key questions – Safe, Effective, Well-led, Caring and Responsive

HUMAN RESOURCE OUTSOURCING



Get expert HR advice and support when you need it, without the lengthy contracts.

Our CIPD qualified HR outsourcing team are available to support any HR/ People issues you encounter.

Services we offer:

- Investigations
- Absence Management
- Redundancies
- Disciplinaries
- Grievances
- TUPE (Acquisition/Sale)
- Mediation
- Employment Law Advice
- and more



HUMAN RESOURCES SUPPORT DESK



Has an employee has gone off sick and there's a pattern emerging, and you don't know what to do next? Or a service user has told you items are going missing from their room?

Sometimes, the next step isn't obvious and that's when having HR advice on call is essential. You can reduce your risk and take the right step, safe in the knowledge it is backed by HR qualified experts.

How we can support?

- Sickness/ Absence Management
- Performance Management
- Contracts
- Employment Law Advice
- Sick Pay
- Feedback
- Holiday Entitlement
- Maternity/ Paternity/ Adoption Leave
- Disciplinarys
- Redundancies
- Dismissals
- Conduct Issues

Our CIPD qualified team are on hand to offer you advice and guidance you can trust.



TENDER WRITING

Securing contracts through successful tender writing is a key component of running a successful care organisation.

Tender writing involves the creation of compelling proposals that not only meet stringent requirements but demonstrate your organisation's capabilities and experience clearly and concisely.

Understanding the differences of tender writing and crafting these around a busy schedule isn't easy. That's where HR&OD come in, we offer our expertise in Tender Writing for your organisation.

Whether you need our help writing or reviewing a tender application, or need us to take care of the entire process, HR&OD are on hand to support you. We have a dedicated team of Tender Writing specialists who have a track record in securing contracts and funding in a social care setting.

CQC REGISTRATION

Registering your service with CQC can be a complex process. Knowing what is required, at what stage and to what level of detail can be a stumbling block for new services looking to register with CQC.

It's time critical for you to get set up and ready to deliver your services, however, incorrectly actioning the registration process can negatively impact your business.

Our team are on hand to guide you through the CQC registration process step by step, reducing your admin burden and taking the uncertainty out of the process. Helping you achieve a successful registration is our top priority.



COMPLAINTS OUTSOURCING



Complaints can offer the chance to learn and improve!

HR&OD Care Solutions offer a Complaints Management service. We will review any complaints received and analyse the information to identify any key themes, areas of concerns, follow up required and any recurring issues.

We also offer a mentoring service and training around your complaints procedures.

Our advice to you is to make sure:

- Complaints are recorded
- Improvements are made and lessons are learned
- Actions required are carried out
- Preventative measures are put in place



FALLS & PREVENTION AWARENESS



When attending our falls awareness course, you will learn:

- What a fall is and the different implications a fall can have on an individual.
- Recognising hazards and risks which contribute to falls.
- The impact a fall potentially has on a service user and consequences of a fall or near miss incident.
- The steps of what to do if someone has a fall, monitoring falls and how to report.
- Our duty of care concerning falls awareness, legislations and regulations relating to falls.
- Ways to reduce the risk of falls and improve risk management.



RISK ASSESSMENT & MANAGING RISKS

This course provides knowledge around risk assessments and the importance of having risk assessments.

You will learn:

- How to understand and appreciate the importance of the need for a good safety culture throughout the team.
- Being able to define the terms hazard and risk.
- Having an awareness of the legislation's and how they relate to risk assessments including 'Duty of Care'.
- Being able to explain the concept of risk rating and control measures as they relate to care practice.
- Carrying out a practical assessment of the workplace.
- Understanding the importance of Plan, Do, Check and Act as a process that supports good risk assessment.

CARE PLANNING IN PRACTICE

The Care Planning course is to give your team an understanding of the importance of a good care plan and the qualities of having a good care plan.

You will learn:

- How to understand and explain the functions of record keeping in relation to care planning.
- Being able to explain the purpose of care planning.
- Understanding care planning and the regulations around care planning.
- Recognising the importance of person centred care plans.
- Understanding your role and having the ability to reflect on the skills required to create effective care plans.
- Understanding the need for effective End of Life Care plans.

END OF LIFE CARE & SUPPORT

Our End of life course is designed to give your team a better insight of what end of life is and the importance of providing good care and support.

You will learn:

- What is end of life? Being able to talk about death and dying confidently.
- Understanding the impact a service user's passing can have on family, friends and colleagues.
- Understanding the importance of good communication, dignity, respect and privacy.
- Understanding your role in terms of assessment and care planning – person centred care.



SAFEGUARDING AWARENESS



The main areas of this session is to know what abuse is and being able to identify possible signs, especially when working with vulnerable adults within the health and social care sector. You will learn:

- What is safeguarding and abuse?
- Knowing the different types of abuse.
- Recognising signs of abuse and how to reduce the likelihood of abuse
- Legislations and regulations relating to safeguarding
- How to report and record safeguarding concerns
- 6 principles of safeguarding adults.

DEMENTIA AWARENESS

The aim of this session is to build staff awareness and their basic knowledge of dementia, learning about how dementia impacts an individual's life and their loved ones around them. You will learn:

- What is dementia?
- How to identify some of the main types of dementia
- Common symptoms of dementia and what signs to look out for at the different stages.
- What duty of care means when caring for an individual with dementia.
- How to care for someone with dementia, maintain their health and independence and support with their daily tasks.
- How to ensure person-centred care/strengths-based care is still being delivered.
- Adaptions that can be put in place in the individual's home environment to make living with dementia easier and promoting their independence.



FIRST AID AT WORK

FAA Level 3 - 3 Days

This is an Ofqual approved course. All successful students will be issued an FAW certificate lasting for 3 years. This FAW course covers all aspects of basic life support including:

- CPR
- Bleeding
- Head injuries
- Unconsciousness
- Choking
- Sprains and Strains
- A vast range of First Aid conditions that you may experience in the workplace

EMERGENCY FIRST AID AT WORK

FAA Level 3 Award - 1 Day

Course comprising a minimum of 6 hours of practical and theoretical training covering the following:

- Assessment of the situation
- Resuscitation
- First Aid hygiene
- Bleeding
- Anatomy
- Choking
- Shock
- Minor injuries and dealing with unresponsive casualty
- Epilepsy
- Complaints with Health and Safety Executive Code of Practice

PAEDIATRIC EMERGENCY FIRST AID

FAA Level 3 - 1 day

A level 3 First Aid course designed for those who have an interest in child and baby Basic Life Support governed by the Early Years Foundation Stage (EYFS) or OFSTED.

This course covers:

- Life threatening conditions including CPR
- Bleeding control
- Choking

BASIC LIFE SUPPORT & USE OF AN AED

FAA Level 2 Award - 4 hours.

Course comprising a minimum of 4 hours of practical and theoretical training covering first aid:

- Resuscitation
- Minor Injuries
- Dealing with an unresponsive casualty
- Use of an AED



OXYGEN THERAPY ADMINISTRATION

FAA Level 3 Award - 1 Day

This training enables users to administer oxygen safely and effectively, for casualties with breathing difficulties. Delegates will learn;

- How and when to administer oxygen to a casualty and the safety concerns with carrying, storing and administering it.

This course is suitable for qualified:

- First Aiders
- Emergency First Aiders
- Dental Practitioners
- Nurses
- Healthcare Professionals
- Dental Care Professionals
- and other working in an environment where oxygen is available for casualty welfare.





QUALITY AUDITS

We offer quality audits across the Health & Social Care sector on a wide variety of areas. We help supported Living Care, Domiciliary Care and Health services by reviewing and supporting them to improve their processes.

Our quality audits will help keep your service CQC compliant, help you identify any risks before they happen or are picked up during your next CQC inspection.

Our team are industry experienced and take a meticulous approach to their auditing.



NATIONAL MINIMUM WAGE COMPLIANCE

The National Living Wage now applies to every worker aged 21 and above. As of 1st April 2024, the National Living Wage is now £11.44 per hour.

This change marks the largest increase in the National Minimum Wage (NMW) since the NMW was introduced.

HMRC have approached this increase with a renewed focus on enforcement of National Minimum Wage compliance. HMRC have confirmed their intention to revisit employers who have previously fallen foul of National Minimum Wage breaches/non-compliance. The HMRC are also taking a geographic approach, working through each area of the country.

This change in the National Minimum Wage, National Living Wage and the renewed intentions from HMRC to crackdown on non-compliance leaves the Health and Social Care sector exposed to increased risk.



SERVICE TURNAROUND



If you've received a CQC rating of "inadequate" or "requires improvement", or perhaps a significant event has happened in your service, our team of experienced professionals are available to create effective action plans to get your service back to where it needs to be.

We take a holistic approach to service turnaround and have a nationwide team on hand to deliver tailored planning, support, coaching and training to your team and service.

You will be assigned a specialist turnaround Consultant who will partner with your management team to implement the necessary changes to deliver the best outcomes for your service users.



CONTACT US



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