

**COMPLETE CARE LIMITED**

**ANNUAL REPORT JUNE 2021**

**Welcome to the Annual Report of Complete Care for the period ended 30th June 2021.**

**We at Complete Care believe that by developing an atmosphere of care and attention to the individual needs of our valued clients, we can contribute to their well-being and comfort. Clients are enabled to enjoy life to their fullest potential in their own home and their familiar surroundings.**

**Complete Care remain proud and honoured following a commendation by the Isle of Man Government Department of Health and Social Care Registration and Inspection Unit in their 2020 Annual Inspection Report.**

**During such unprecedented times due to the Covid 19 pandemic, and following our recent quality assurance programme - we can identify, review and address where the company is strategically, in order to maintain the highest standards possible.**

**On 11th June 2021 we had 23 clients and received 13 completed questionnaires, 57% total engagement.** **The questionnaire covered all aspects of the company’s objectives in providing care as set out in the Isle of Man Government Department of Health and Social Care Minimum Standards.**

 **A copy of the questionnaire is attached hereto (Appendix 1) and forms part of this annual report.**

**All questionnaires received from our clients did not identify any poor/weak elements of service standards and 100% expressed excellent/very good provision of service standards overall.**

**Please refer to appendix 1 for a detailed list of questions asked in each category.**

**Complete Care provide specialist care to individuals with severe physical disability, life limiting illness, learning disability, gastronomy peg assisted feeding, and clients with Dementia and associated memory and mobility issues.**

**The Quality Assurance process demonstrates that Complete Care is professional in its approach to providing our clients with continuity and a high standard of personal-centred assisted care. It also recognised that our clients felt empowered, in control, cared for and included in their provision of our care services.**

**Without any question the core of our business and services are our care staff. During the past year during the Covid 19 pandemic, our care staff have demonstrated outstanding efforts to ensure continuity of care to our clients and providing the best standards possible during such very difficult and challenging times. The questionnaires reported that 100% of our clients felt safe and securely protected with our adapted infection control procedures. Our utmost priority is the safe keeping of our valued clients. In addition, we are honoured that 100% of questionnaires returned state our clients would recommend our services to others, which as a company is our best accolade.**

**On 11th June 2021 we had 37 care staff, a total of 14 completed care staff questionnaires were returned, a return of 38% total engagement. The care staff questionnaire covered all aspects of employment, management support, training, client engagement and safe working environment. A copy of the staff questionnaire is attached hereto (Appendix 2) and forms part of this annual report.**

**The completed staff questionnaires returned recorded an excellent response to the company’s ongoing employment and support programme to staff. Welcomed comments from one staff member for example “The company is very professional, and well run. Everyone is friendly and welcoming. I find it a great company to work for” reinforces our commitment and dedication to our care staff.**

**All staff questionnaires received rated the provision of care to be excellent/very good and 13 out of 14 questionnaires rated our provision of person-centred care as excellent.**

**The quality assurance process revealed the company undertook exceptional measures to ensure staff safety at all times during the Covid 19 pandemic and felt fully supported with the company’s comprehensive training programme.**

**Please refer to appendix 2 for a detailed list of questions asked in each category.**

**All completed questionnaires received from both clients and staff did not identify any poor/weak elements of service and 100% expressed excellent/very good provision of service standards overall.**

**Safeguarding our clients is of great importance to us. During the reporting period the company has not received any safeguarding or suspected safeguarding concerns or alerts.**

**During the stated period we have recorded incidents mainly related to clients who have had loss of balance/falls. All reporting procedures were adhered to and actioned accordingly. We liaised with other professionals such as Occupational Therapists etc, and family members to try and prevent recurrence and care plans and risk assessments duly updated.**

**As part of the company’s quality assurance programme all documentation is checked in accordance with the Isle of Man Government Department of Health and Social Care Minimum Standards.**

**During the period 01st July 2020 and ended 30th June 2021 the company received 2 formal complaints of which one was a minor complaint from a client in relation to a domestic appliance matter and was resolved immediately to the client’s satisfaction. The second was due to an internal staff misinterpretation.**

**During the period the company received a high number of written and verbal compliments for which we are very grateful for.**

**As a company we are pleased with our past performance, especially over the trying and very challenging past year during the Covid 19 pandemic. We are extremely proud how the company pulled together, all staff went over and above, working extra hours and adapting to the changing circumstances. We worked closely with the Isle of Man Government Department of Health and Social Care departments meeting standards and meticulous in our daily infection control strategies.**

**Complete Care Ltd - Development and Improvement Plan**

**TRAINING AND STAFF DEVELOPMENT**

**Going forward we believe continued focus on training to be key. This aids the personal development of all our staff and in turn ensures the care we provide to our clients is of the highest standard. Mandatory training in accordance with the Regulations of Care Act 2013 is complimented by all carers within set timescales. This is complimented by bespoke training for our client’s individual specific needs. We work hard as a company to ensure that our training is of the highest standard, up to date and relevant. As a result we changed our online training provider, after taking on board staff feedback, and researching what was available on the market, to one that provides, what we consider a superior quality. Complete Care continues to work closely with other professional bodies in regard to all aspects of training and development.**

**TECHNOLOGY AND BUSINESS REBRANDING PROGRAMME**

**Complete Care is currently in the process of rebranding its company image and representation in the community. The company has improved its communication and information technology network via the installation of fibre broadband and Intelligent Voice Telephone Systems, which as a result futureproofs the requirement to work more efficiently from home if so required. The remodelling of the office and office window display frontage together with the redesign of our company’s promotional literature adds a positive and fresh element to the rebranding process.**

**CARE STAFF RECRUITMENT**

**Due to the growing aging population on Island, the demand for the provision of our care services has increased. Our ongoing priority is therefore staff recruitment and training and the expansion of our business. Our recruitment programme included utilising local press,**

**various recruitment online portals, social media and government recruitment platforms. In addition, we continue to build an excellent working relationship with other domiciliary care agencies on Island.**

**On a personal level, Steve and Julie Parry (Directors of Complete Care) wish to thank all our clients for their understanding during the Covid 19 pandemic.**

**The biggest thank you however, must go to our care team who were outstanding and worked tirelessly in very difficult circumstances to ensure our clients remained protected, safe and supported during such unprecedented times. A truly fantastic team and undoubtedly a credit to the caring profession.**



**Steve Parry………………………………………………………………………………………………………………….**

**Director**