



COMPLETE CARE LIMITED

ANNUAL REPORT JUNE 2023

Welcome to the Annual Report of Complete Care for the period ended 30th June 2023.

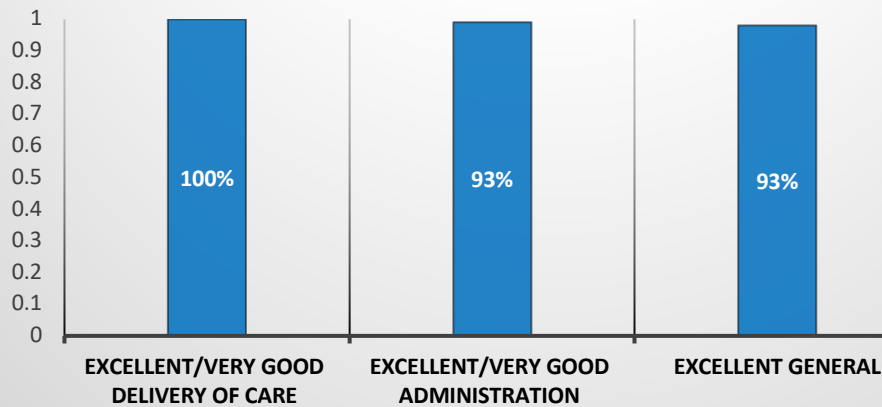
We at Complete Care believe that with a person-centred approach we can meet the individual needs of our valued clients as well as actively contributing to their well-being and comfort. Clients are enabled to enjoy life to their fullest potential in their own home with familiar surroundings.

To ensure we continue to meet our client's needs, in June of each year, we send all clients/client representatives a questionnaire to obtain valuable feedback on the service we provide. Care staff also receive a different questionnaire to gain their feedback regarding their employment with us and the services we provide to our clients.

Following our recent quality assurance programme - we can identify, review and address where the company is strategically, in order to better meet our client's and staff needs.

On 31st May 2023, we had 19 contracted clients and received 15 completed questionnaires, 79% total engagement which is excellent. The questionnaire covered all aspects of the company's objectives in providing care as set out by our government regulators.

CLIENT QUALITY ASSURANCE QUESTIONNAIRE REPORT



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. In addition, we are proud that 100% of questionnaires returned state our clients would recommend our services to others, which as a company is our best accolade.

When asked is there any way we could improve our provision of services, not one client/representative commented there was.

Below are some comments we received from clients/client representatives that were written on the returned questionnaires.

"I came to Complete Care through a personal recommendation and likewise would recommend Complete Care".

"Very friendly, enjoy their company. No complaints this far".

"Staff are very efficient, caring & polite".

"Very happy with the care provided. Always recommend the company to others when they ask me who I use".

“Carers go over & beyond. Do things that need doing. Have recommended the company to others”.

“Efficient & caring operation”.

“Already have recommended to two families”.

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

~~~~~

**Complete Care provide specialist care to individuals with physical disabilities, life limiting illnesses, gastronomy peg assisted feeding, 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 person-centred assisted care. It also recognised that our clients felt empowered, in control, cared for and included in their provision of our care services.**

~~~~~

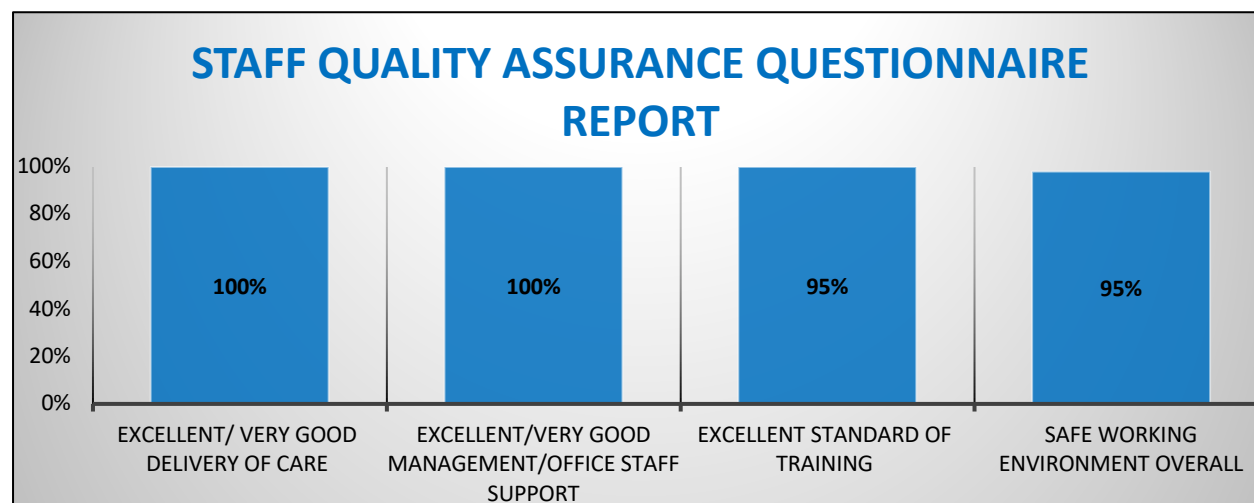
The core of our business and services are our outstanding care staff. Following on from the pressures caused by the Covid pandemic and general shortage of carers on island, our care staff have demonstrated huge efforts to ensure continuity of care to our clients and providing the best standards possible during such difficult and challenging times.

Feedback received from clients was that 13 out of 15 clients always saw the same carers and the other 2 clients nearly always saw the same clients.

~~~~~

**On 31<sup>st</sup> May 2023, we had 34 care staff, a total of 19 Complete Care staff questionnaires were returned, a return of 56% 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.

100% of staff questionnaires received rated the provision of care services by Complete Care as excellent/very good and that care services provided were person centred. Staff confirmed they felt involved in their clients care plan reviews and that the care plans were a good representation of their clients.

The quality assurance process revealed staff felt safe and comfortable when working in their client's homes.

Welcomed comments from one staff member for example "honest, reliable staff who care".

"In my opinion they are professional, thorough and caring. The Manager Marie is excellent at running the company and very knowledgeable in her role with a good team around her".

"An excellent company to work for".

"Supervisions are a great way of touching base with management and they facilitate further progression. Management are approachable, carers brilliant. Thank you for all the support all of the management team have given me and helping me settle into my role. I love going to clients and feel fully supported in doing this."

**“A very well established care company who take the provision of services to those in need very seriously and deliver a professional service at all times. Keep up the good work!”**

**“Great place to work – all staff very supportive.”**

**“Care is of a good standard and everyone seems to go above and beyond to help clients”.**

**“The professionalism of the team is exceptional plus the genuine concern for client centred care. I feel well supported and loyal to the company who have supported me throughout.”**

**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, which were clients who had lost their balance resulting in a fall. All reporting procedures were adhered to and actioned accordingly. We liaised with relevant healthcare professionals such as Occupational Therapists, GP’s as well as family members to try and prevent recurrence. As a result, care plans and risk assessments were 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 (Manx Care) Minimum Standards.

~~~~~

During the period 1<sup>st</sup> July 2022 to 30<sup>th</sup> June 2023, the company received no formal complaints from staff or clients.

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

As a company we are pleased with our overall performance during the reporting period. This past year has been challenging due to the current shortage of carers and other healthcare professionals in the care sector on island.

~~~~~

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 ensuring 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, such as bi-pap, peg training and Apo-go pump training. Complete Care will continue to source relevant training to aid professional development and ensure we continue to meet our clients' needs.

We work hard as a company to ensure that our training is of the highest standard, up to date and relevant for our clients. Complete Care continues to work closely with other professional bodies regarding all aspects of training and development.

The Company is conscious of trying to support and assist in protecting the mental health and general wellbeing of all its staff. As such both the Registered Care Manager and Deputy Care Manager spent a day with Isle Listen for their Mental Health Awareness for Line Managers course.

The company is actively looking at how we can extend our services to other individuals that need them within our community. We are looking to expand

our services and provide care and support to individuals with learning disabilities.

~~~~~

### **TECHNOLOGY IMPROVEMENTS**

Last year Complete Care underwent a company image and representation upgrade. The company improved its communication and information technology network via the installation of fibre broadband and Intelligent Voice Telephone Systems, which as a result futureproofed the requirement to work more efficiently from home when so required. The redesigning of our company's promotional literature added a positive and fresh new element in the marketplace.

This year, Complete Care are looking at other ways to work smarter and more efficiently. As such, we have been looking into the PASS system. This is an online care planning platform, whereby clients care plans and carer documentation is all online and accessed via mobile phones. This is a secure system. This would help reduce carbon footprints by saving a lot of paper and time! The PASS system does so much more including rota planning and staff timesheets.

### **RECRUITMENT**

Due to the growing ageing population on Island, the requirement for our care services has increased. However, the ratio of carers on island has decreased for a number of reasons. One reason is due to inflation and cost of living. In general, there is a shortage of carers and other healthcare professionals across the sector. In order to retain and recruit care staff, the company has recently increased the carers hourly rates to be competitive with other care agencies.

Our ongoing priority is staff recruitment and training and the expansion of our business. Our recruitment programme includes utilising local press, various recruitment online portals, social media and government recruitment platforms. This year we plan on advertising via the radio to access a wider audience.

**On a personal note, the Complete Care team wish to sincerely thank all our clients for their contribution to our business and look forward to continuing to provide our clients with the highest standard of care.**

**The biggest thank you, however, must go to our outstanding care team. A truly fantastic team and undoubtedly a credit to the caring profession.**



***Steve Parry***

**Director**