



COMPLETE CARE LIMITED

ANNUAL REPORT JUNE 2022

Welcome to the Annual Report of Complete Care for the period ended 30th June 2022.

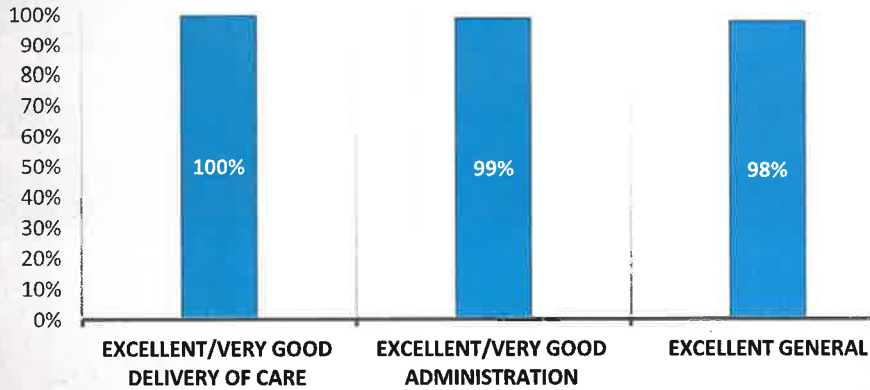
We at Complete Care believe that with a person-centred approach we can meet the individual needs of our valued clients as well as actively contributing to their well-being and comfort. Clients are enabled to enjoy life to their fullest potential in their own home with familiar surroundings.

During the unprecedented times of the past 12 months due to the Covid pandemic and 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 needs.

On 23rd June 2022 we had 14 contracted clients and received 10 completed questionnaires, 71% total engagement. The questionnaire covered all aspects of the company's objectives in providing care as set out by our government regulators.

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

CLIENT QUALITY ASSURANCE QUESTIONNAIRE 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.

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Complete Care provide specialist care to individuals with physical disabilities, life limiting illnesses, 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 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.

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The core of our business and services are our outstanding care staff. During the past year as we continue to work through the Covid pandemic, 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.

The questionnaires reported that 100% of our clients felt safe and securely protected with our adapted infection control procedures. Our utmost priority is to protect our staff and their families. In addition, we are proud that 99% of questionnaires returned state our clients would recommend our services to others, which as a company is our best accolade.



On 23rd June 2022, we had 37 care staff, a total of 20 Complete Care staff questionnaires were returned, a return of 54% 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 “I feel listened to and valued and that my verbal/written contributions regarding clients are always taken seriously and followed up. I feel very valued as an employee” reinforces our commitment and dedication to our care staff.

All staff questionnaires received rated the provision of care to be excellent/very good and 100% rated our provision of person-centred care as excellent.

The quality assurance process revealed the company undertook exceptional measures to always ensure staff safety during the past year 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.

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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 relating to clients who have had loss of balance/falls. All reporting procedures were adhered to and actioned accordingly. We liaised with 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.

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During the period 1st July 2021 to 30th June 2022, the company received 1 formal internal complaint and 2 informal complaints with no formal complaints received from 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 past performance. This past year has been very challenging due to the Covid 19 pandemic. We are extremely proud

of how the company has pulled together, all staff went over and above, working extra hours to cover care shifts and adapting to the changing circumstances. We worked closely with Manx Care meeting standards and have been meticulous in our daily infection control strategies.

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## 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, cough assist and peg training.

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 and as such are engaging with Isle Listen who provide training to help support and assist people who may require extra support.

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TECHNOLOGY AND BUSINESS REBRANDING PROGRAMME

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.

The company is also currently in the process of promoting the provision of our services through online portals such as, online recruitment portals and various social media outlets.

Due to the growing aging population on Island, the requirement for 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. The Company has recently resolved to personally fund and source qualified experienced care staff from overseas which is proving extremely beneficial to our provision of continued professional services to clients.

In addition, we continue to build an excellent working relationship with other domiciliary care agencies on Island.

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 who have worked tirelessly, and at times in very difficult circumstances to ensure our clients remained protected, safe and supported during the past year. A truly fantastic team and undoubtedly a credit to the caring profession.



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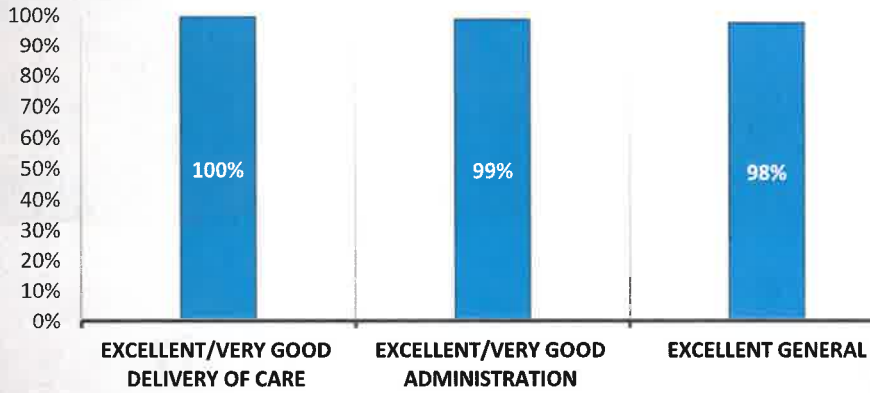
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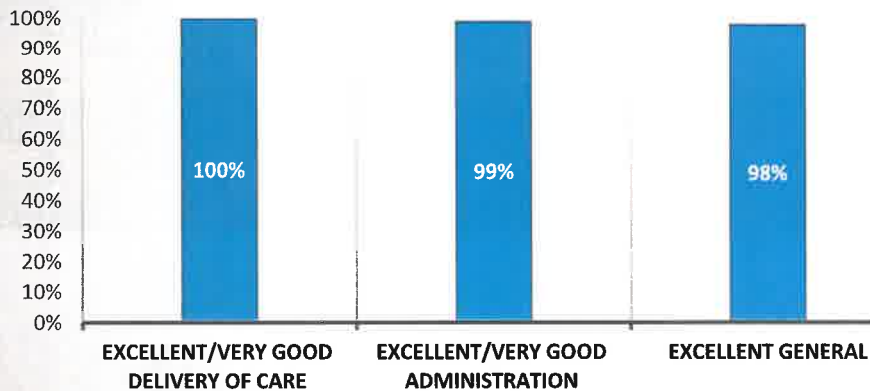
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