



Supporting Care Services

#### WHO WE ARE.....

Founded in 2008, we are a small Company dedicated to providing support, guidance and expertise to care services whose aim is to establish long-term viability by achieving continuous improvement with essential standards of care.

We are four social care professionals with a combined experience of well over 50 years in the care sector. We have been involved in all the many changes in this industry over the years and have extensive experience in adapting to such change and using it to create fresh opportunities to develop. With effect from October 2010, the CQC registration system for health and adult social care makes sure that people can expect services which meet essential standards of quality and safety that respect their dignity and protect their rights. The system is focused on outcomes rather than systems and processes, and places the views and experiences of people who use services at its centre.

#### WHAT WE DO.....

We offer a range of affordable bespoke support services that take into account the needs of individual service providers. These services include:

##### ❖ **Audit and review**

Helping you determine how effectively and efficiently your service is demonstrating compliance with the Health & Social Care Act (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. Support with improving dementia care. Mentoring and support for managers.

##### ❖ **Preparation for Local Authority and/or Health Contract Monitoring & CQC Planned Review**

Supporting you to make sure you have robust evidence to demonstrate that people who use your service are experiencing quality outcomes in line with the Essential Standards of Quality and Safety. Support you to complete the provider compliance assessment (PCA) so you can keep track of your ongoing compliance.

##### ❖ **Support after Local Authority and/or Health Contract Monitoring & CQC Planned Review**

Support with compliance actions or enforcement action where a provider is non-compliant and the quality of care falls below the bar.

##### ❖ **Support after CQC Responsive Review**

Support with the target areas of identified concern and assistance with informal or formal regulatory action.

##### ❖ **Independent complaint investigations**

To enable you to demonstrate to customers; commissioning purchasers and the Local Government Ombudsman your openness and commitment to securing fair resolutions. Promoting quality care through good complaint outcomes and encouraging good practice in customer care.

##### ❖ **Safeguarding Adults**

Supporting services through safeguarding investigations so that people are protected from abuse, or the risk of abuse, and their human rights are respected and upheld. Guidance with good practice in relation to the Mental Capacity Act including Deprivation of Liberty Safeguards.

##### ❖ **Assessing and monitoring the quality of service provision (Regulation 10)**

Providing you with a comprehensive report (focus and visit frequency to meet your requirements) and contributing towards your Quality Audit processes.

##### ❖ **Quality Assurance**

Helping you set up effective quality assurance and monitoring systems to demonstrate sustainability with quality outcomes. Supporting you with the PCA for use as part of your internal quality assurance processes to monitor improvements and provide assurance of compliance for the essential standards. Secret shopper and market research to inform provider business plans and viability.

##### ❖ **Registration Issues**

Guidance on suitability of premises; application; declaration of compliance and application to vary the registration conditions.

**If you need assistance with these and any other issues then please talk to us. We may be able to help.**

# RHW

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## HOW WE DO IT.....

Our services may be purchased on an "as and when" basis, meaning that you do not have to employ someone else on your payroll thus avoiding all the associated costs that employment involves.

We can help you to promote efficient and effective ways to facilitate the delivery of person-centred care to your discerning customers and commissioning purchasers.

We can provide professional help and advice whenever you need it. We can support you as you strive to ensure that your service achieves compliance with regulatory frameworks by implementing quality improvement strategies.

## WHY YOU SHOULD DO IT.....

Poor evidencing of compliance can directly impact on the purchasing and commissioning of services which can affect the viability of your business.

We can help you raise your standards for the benefit of your customers. We can also help you to raise your profile in the care industry and assist you to secure and maintain the long-term viability of your business.

We value the uniqueness of each service and individual and aim to help you deliver the best possible care for your customers.

## CONTACT US.....

Please contact us using any of the methods below to arrange a free initial consultation, with no obligation, to determine whether RHW Care Consultants can help you.

	<b>By Phone</b>	<b>Via email:</b>	<b>Registered Office and Mailing address:</b>
<b><u><a href="#">Enquiries</a></u></b>	07515 287838	<b><u><a href="mailto:contact@rhwcare.co.uk">contact@rhwcare.co.uk</a></u></b>	<b>RHW Care Consultants Ltd 7 Hadley Way Broadstone Dorset BH18 9JF</b>
<b><u><a href="#">Val Hope</a></u></b>	07515 287837	<b><u><a href="mailto:Val@rhwcare.co.uk">Val@rhwcare.co.uk</a></u></b>	
<b><u><a href="#">Anne Weston</a></u></b>	07515 287841	<b><u><a href="mailto:Anne@rhwcare.co.uk">Anne@rhwcare.co.uk</a></u></b>	
<b><u><a href="#">Trevor Julian</a></u></b>	07515 287838	<b><u><a href="mailto:Trevor@rhwcare.co.uk">Trevor@rhwcare.co.uk</a></u></b>	
<b>Marjorie Richards</b>	<b>Currently unavailable</b>		

## On the web:

**[www.rhwcare.co.uk](http://www.rhwcare.co.uk)**