



## What Our Clients Say...

"I simply couldn't have made the CQC registration journey without his support"

*"So where do you start when you are faced with unfamiliar territory. You look for a guide. For me that person was Rob who patiently walked me through a mountain of policies, acres of acronyms and tortuous terminology. Always readily available to point me in the right direction and with a thorough knowledge of the CQC terrain. I simply couldn't have made the CQC registration journey without his support"*

**Karuna Living**

"Very happy with their quality of work"

*"We have used the SRG Team for various pieces of specialist work over the years and have been very happy with their quality of work, advice and professionalism."*

**Precious Homes**

Read more of our testimonials on our website: [srglimited.co.uk](http://srglimited.co.uk)

## Our Achievements

- Over 25 consultants nationwide.
- Achieved Outstanding for a service that was rated requires improvement
- Chosen consultancy service for Care Associations
- Supported services in relation to regulatory matters with CQC and CIS.
- Supported services within Notice of Proposals / Decisions
- Participated within conferences and lead for presentations
- Accredited training

## Contact Us Today

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[srglimited.co.uk](http://srglimited.co.uk)



[www.srglimited.co.uk](http://www.srglimited.co.uk)

# About Us

## Care Consultancy To Make Your Service Better

Since our foundation SRG Care Consultancy has successfully supported a wide range of care providers, within crisis management to pro active governance.

Our team at SRG Limited work to minimise risk and offer support. We are committed to quality and excellence and over exceed in our contracts.

Our team are specialists within different sectors, but all work to analyse your business needs, putting the client / resident at the forefront of what we do.

We are experts in Operational / Strategic Management. We identify your strength, weaknesses and then implement change or support you within your current structure. We are able to develop efficient solutions and ensure value.

The Team works with you, upholding the care standards, in lawful, effective and a safe way that enables us to meet the desired outcome.

By embracing change and promoting good care. We support you through your journey and enable your service to gain quality, and exceed minimum standards.

# Our Services

- Crisis Management
- Turn around Services
- CQC KLOE Audits
- Mock Inspections
- Training
- Policies and procedures
- Care Documentation
- Monthly Registered Manager Audit and Supervision
- Mentoring
- Team Building
- CQC Registration
- NOP / NOD / Tribunal Services

# Who We Support

- Care Homes (ALL)
- Care Groups
- Standalone Services.
- Nursing Homes (ALL)
- Supported Living (ALL)
- GP Surgeries
- Investors
- Health Services



# Our Team

## **Our team consists of a Head Office which is:**

- Management
- Compliance Officers
- Admin
- Finance
- Sales and Development
- New Registration Team
- Day Service Management

## **Field Team**

- Compliance Manager
- Crisis Management Team
- Ex CQC Inspectors
- Relief Managers
- Nurse Clinical team
- LD Lead / Team
- Safeguard Lead



# Case Studies

## Crisis Management

Crisis Management, Interim Management, Consultancy.

A 45-bed residential care home received a inadequate across all KLOES, The Local authority had put an embargo on the service and the homes relations with commissioners and the local authority had broken down.

The service had several safeguarding and the registered manager was on long term sick.

SRG was contacted by the provider, who had several homes in the North, our commissioning team was able to identify the immediate needs and allocate a crisis management team to take operational management of the home.

We introduced a service improvement plan that involved gaining the trust of the Residents, Next of Kin, staff and commissioners. SRG Supported the service for 4 months, on month 6 the service was reinspected with a Good across all KLOES.

## GP Services & Clinical Settings

We were contacted by Dr Dave, as his practise had purchased a new surgery as part of a business take over. The incoming surgery had no systems or processes in operation and the staff were using processes that was not fit for purpose.

Our specialist consultant carried out a mock inspection to identify all the actions and areas of improvement. Kieran our consultant developed a comprehensive action plan, with discussions with the principle partner and The NHS a timeline of actions was agreed, and the team supported the service to receive a good across all areas.

We continue to support the group of surgeries now with quarterly reviews and training packages on a monthly basis.

## Mock Inspections

Mock Inspections / CQC KLOE Audit / Monthly Mentorship / Manager Supervisions.

A new client contacted SRG who operates 12 homes across the Midlands and South of England. 2 of the homes had recently been inspected and received an Inadequate across the KLOEs, with one home having an NOP (notice of proposal). The remainder of the homes had not been inspected for the last 3 years.

Our compliance started working with the NOP and implementing a plan with the provider and CQC, we supported the manager and the provider to implement changes, during the same time we implemented a governance process and system across the group, identifying risk non-compliance at an early stage. Initially this showed multiple failings across the 12 homes.

Working with the provider and the Directors SRG has implemented an internal process which included monthly supervision with the managers, with a review of monthly governance data and a quarterly KLOE Audits.

# Case Studies (cont'd)

## Documentation / Policies & Procedures

SRG always aims to give back to the sector, one of key areas is our documentation, not only do we offer some documentation free, to non-clients, we also offer affordable, up to date and legal policies and procedures.

Our team work hard to ensure that as a service you have up to date policies that reflects legislation and changes in sector. As of 2020 we have over 100 clients who use our update service.

A small provider who has 5 services across the south, is one of clients and uses the polices across all services only paying once, with the update service allowing for a massive cost saving.

## CQC Registration

We were contacted by Jacquie who wanted to set up a Domiciliary care Service in Berkshire. With limited experience in Care, but extensive experience in management, we bespoke our new registration package to meet the needs. This included the support with the CQC registration right through to the setting up of the office.

Our team have extensive business plans and financial models that can be adapted to run along side your business idea.

## Training & Workshops

TSRG appreciates that running a care service has many costs associated with it, we have devised accredited training that is affordable and delivered to a high standard. We appreciate that there are many training providers in the industry, but we are proud that all our clients that use our training never leave, due to the quality and the cost.

Our training is designed for all levels within any setting, currently our feedback on average us 9.3 out of 10 over a 6-month period. We offer on line trail free to providers.

## Due Diligence & Investors

Working with a leading bank, business management team, SRG was approached to support a small care group who was looking for further funding. Working with the care group the team at SRG carried out a detailed review of the services and looked at Strengths, Weaknesses, Opportunities and Threats as part of this process.

We ensured clear transparency between the bank and the care provider supporting the care provider to make some small changes to ensure a stronger service, that allowed the bank to lend. The loan was approved within 6 weeks.

We work with several Investors from all over the world. With a small group of investors, we supported them in the purchase of 3 homes in the UK and now are the UK operating provider for them. This allows for our team to be the expert providers delivering experienced services and gaining maximum return.

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