

# MCALS Manx Care Advice & Liaison Service

# MONTHLY

TAKE A LOOK  
AT HOW WE  
SUPPORTED YOU  
IN MAY

HUB HIGHLIGHTS

LOSS AND  
BEREAVEMENT  
TRAINING

NEW! OVER THE  
COUNTER  
SERVICE

PLUS MORE!



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A message from the  
MCALS Lead.



## MAY HUB HIGHLIGHTS

See what areas our  
service reached last  
month.



## MAY FFT BREAKDOWN AND THEMES AND TRENDS

See how we did!



## QUALITY AND SAFETY WALKS

Manx Care launched their  
Quality and Safety Walk  
programme for 2024-25 in  
May.



## LOSS AND BEREAVEMENT AWARENESS TRAINING

MCALS attended a  
virtual workshop on  
Loss and Bereavement  
Awareness - see what  
they learned here.



## OVER THE COUNTER SERVICE

Pop along between  
10:00 - 12:00 any  
weekday for a face-to-  
face chat!

# LETTER FROM RACHEL DOUGLAS



Welcome to our fourth issue of **MCALS MONTHLY**, which has been formulated to help capture all that we have achieved across the month of May to help patients, service-users, carers and family.

This issue includes all of the regular features and we are pleased to announce that following a successful volunteer recruitment campaign - MCALS is returning to the community.

Delve into the pages to see what we've been up to this month and to find out about our new over the counter service. We look forward to seeing you there.

**RACHEL DOUGLAS**  
MCALS SERVICE LEAD



**“MCALS is a service for anyone to come and talk about any health or social care concerns - please speak to us directly and we promise that we will listen.”**

We received a total of

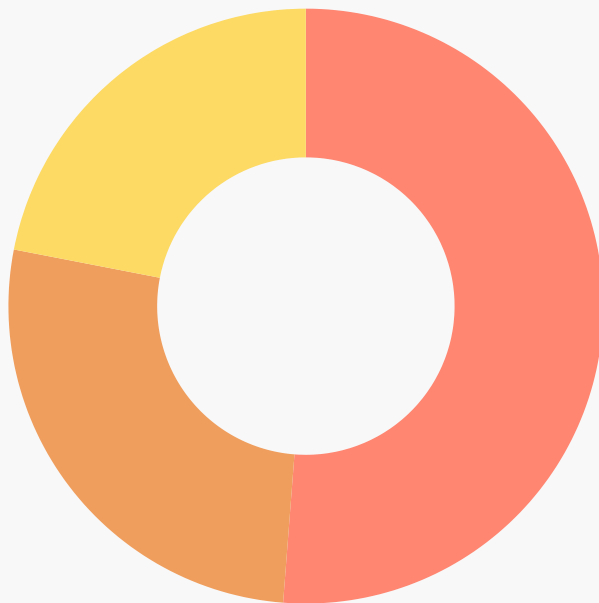
# 809

# ENQUIRIES

# 92%

were handled on the same day and a response was given in less than 24 hours.

During May **MCALS** met a total of **41** people at locations which were more convenient for them.



-  Port Erin Library
-  Noble's Foyer
-  Henry Bloom Noble Library



# 460

contacts were received **by phone.**



# 1

contact was received **by letter.**



# 307

contacts were received **by email.**

Our Friends and Family Test Survey Stats for May were as follows:

**IN MAY**  
**1,181**  
SURVEYS WERE COMPLETED IN TOTAL

**89%** OF SCORES  
WERE 'GOOD' OR  
'VERY GOOD'

- 3% rated Manx Care Services as “Neither Good nor Poor”
- 8% rated Manx Care Services as “Poor” or “Very Poor”

Caring, efficient and supportive care were the main themes in May captured by the survey:



“The service provided couldn’t be better.”



“Excellent care, informative, put at ease.”



“Empathetic and interested staff.”



“Words cannot describe how good the staff are – caring, **compassionate** and nothing is too much trouble.”

In May service users told us to improve on:

- timeliness at appointments



**MAY FET BREAKDOWN**

# THEMES AND TRENDS

Here are the Top 5 May 2024 themes and trends within MCALS:

150

points of contact were made about waiting times or appointments within **GP practices, dental services, gastroenterology, gynaecology** and **orthopaedics**.

69

people contacted us with a concern about their care within Manx Care.

72

people enquiries and concerns about waiting lists for surgery

73

people were **signposted** into other Manx Care services and third sector partnership for further support.

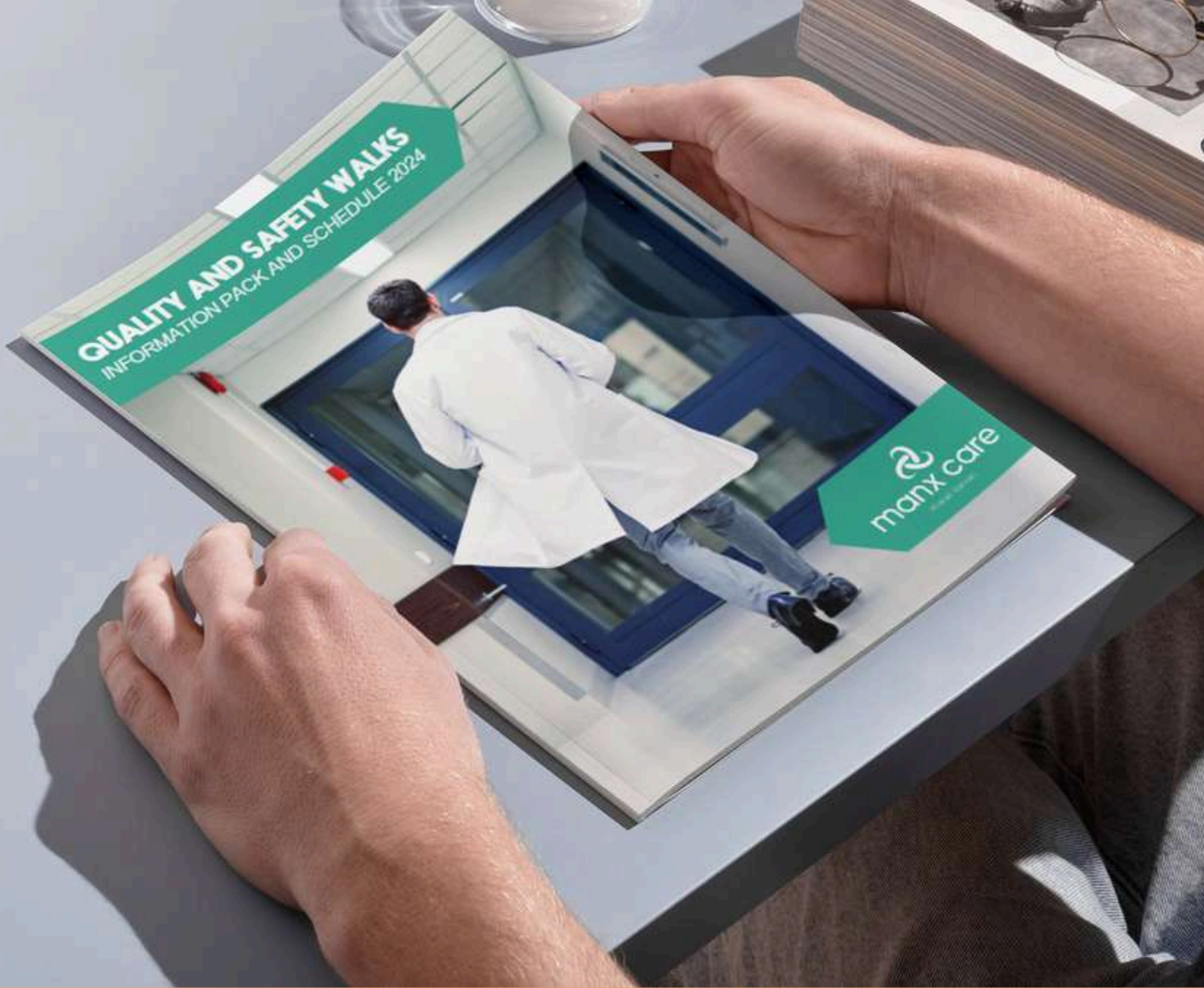
39

people had enquiries about results.

additionally,

20

**compliments** were received via MCALS about Manx Care services – **thank you!**



# QUALITY & SAFETY WALKS

Manx Care launched their Quality and Safety Walk programme for 2024-25 in May. Facilitated by the Experience and Engagement Team, Quality and Safety Walks demonstrate Manx Care's commitment to driving quality and safety for service users, carers and family as well as our colleagues.

The key deliverables aimed at within the walks are;

- The standard in terms of quality and safety of the environment which includes infection, prevention and control.
- Discussion with colleagues about their knowledge of providing quality and safety for service users and their understanding of the Manx Care CARE values and how these feed into quality and safety.
- Service users, carers and families are also asked questions about how safe they feel when in our care and provide insight into their experience.

We have a schedule to enable walks across Manx Care sites from June to March 2025 – walks are undertaken by teams of walkers which includes a clinician, a Senior Leader and either a public representative or non-clinical staff member.

# LOSS AND BEREAVEMENT AWARENESS



In May, MCALS attended a virtual workshop on Loss and Bereavement Awareness which was led by a UK based Cruse Bereavement team. The workshop provided a very valuable insight into helping the MCALS team to learn more about:

- Understanding loss and bereavement
- Theories and models of grief
- Dealing with anger and distress
- Complicated and disenfranchised grief
- Communication skills
- What to say and not to say
- Sudden traumatic death
- How to take care of yourself

This learning will help us to support our service users, carers and families at what is a very difficult time.



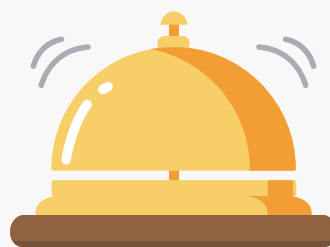


**MCALS are offering a counter service from 1st July 2024 including an appointment booking service to meet us face-to-face at our premises in Garagyn Glass**

We are pleased to announce that we will be operating a counter service Monday to Friday from 10am to 12pm from the 1st July 2024 at Garagyn Glass.

The counter will be kindly manned by one of our excellent volunteers who will be on hand to provide information about MCALS, our Friends and Family Survey, or for general signposting enquiries.

If you need to raise a concern, and would prefer to do this face-to-face, you can book an appointment with one of our MCALS Officers by telephoning our free phone number 642642 or by email to [mcals@gov.im](mailto:mcals@gov.im)



- ✓ Accessible
- ✓ Confidential
- ✓ Face-to-Face
- ✓ Quiet Room

# MCALS

Manx Care Advice & Liaison Service

are here to **support** you with **any health or social care queries** you might have, come along and chat to the team.

*We will be on-hand at the following locations throughout July:*



**RAMSEY TOWN HALL  
PEEL CHARITY SHOP  
ONCHAN LIBRARY  
CROSSROADS FOR CARERS, TYNWALD STREET  
JURBY COMMUNITY CENTRE  
CASTLETOWN CIVIC CENTRE  
HENRY BLOOM NOBLE LIBRARY**



MCALS@GOV.IM



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