

**MCM ASSOCIATES**

**ADVICE AND  
ASSISTANCE**

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

## Why MCM Associates?

Our objective is to reduce the costs of incidents, complaints and claims to the lowest level possible. MCM Associates advice and assistance service is one of the suite of services that we employ to achieve this objective. Our professional staff are all qualified lawyers with many years of experience in the provision of advice and assistance to the health and social care sectors. Our belief is that legal advice given in isolation of operational objectives is of little practical and we therefore concentrate on the provision of advice that uses the law as a tool to assist your organisation achieve its operational objectives. We seek to practicalise legal provisions rather than simply restate the law — our job is to assist rather than hinder your activities. Not only this but you can pay for our services by way of a fixed monthly fee rather than an hourly charge for both ease of budgeting and cost control purposes.

## The Rationale

The most effective way of reducing the costs of incidents, complaints and claims is to prevent them happening in the first place. Whilst training is an essential tool in cost reduction, no training programme is ever able to cover all potential applications of the law that your staff encounter in their every day practices. A further source of advice and assistance is therefore essential. Traditional sources of such advice are all too often cumbersome, inflexible, expensive and often limited to advice provided in office hours. Your staff are busy people who provide a service 24 hours a day, 365 days a year - any advisory service therefore needs to be competitively priced, flexible, instantaneous and always available. Only then will **all** of your staff feel supported, less vulnerable and your organisation start to reap the significant rewards associated with a reduction in incidents, complaints and claims.

## The Service

In order to match your organisation's needs, MCM Associates provide an advice and assistance service 24 hours a day, 7 days a week, 365 days a year. Seeking advice prior to undertaking a particular course of action reduces the incidence of errors in service provision. Reducing errors reduces the incidence of adverse events. Traditionally, advice has been provided by telephone or letter. This tends to discourage your staff from seeking help. In addition, there is often a delay between the advice being sought and the answer being given. In order to maximise the efficacy of the service MCM Associates positively encourage your staff to seek advice through the use of flexible methods of communication. Assistance can be sought either personally, through our website or via telephone, e-mail or sms with a reply provided either instantaneously, by return or within a short, defined, time period.

## The scope of the service

There are many areas of law about which your organisation will require advice on a daily basis. MCM Associates service concentrates on providing advice that will assist your organisation to reduce errors affecting either your staff or your patients. Advice can therefore be given in all of the common law areas associated with the provision of care such as negligence, consent, privilege and confidentiality. Advice can also be given in the numerous statutory provisions that govern the provision of care such as those relating to an individual's right to a service, health and safety law and the Mental Health Act. MCM Associates also provide advice with regard to both contract and employment law. Response times are very flexible and largely dependent upon the complexity and type of advice required. Simple advice can be given instantaneously whereas more complex advice may require further research. MCM Associates aim is to provide all advice within 24 hours - whatever the enquiry.

## The benefits of the service

The service encourages organisational loyalty and motivation by ensuring that your staff feel valued and supported. Loyalty and motivation increases performance and reduces your staff turnover. Ease and flexibility of access ensure that your staff request advice when it is required leading to less errors and a higher quality service. Less errors mean a healthier workforce and decreased sickness/absence. A higher quality of care increases clientele confidence and reduces the frequency of incidents, complaints and claims. Reduced numbers of incidents, complaints and claims leads to reduced administrative and settlement costs as well as reduced staff absence and the related cost of cover.

## The cost of the service

Currently the service can either be charged at an hourly rate (£85 — £95/hour), or, if preferred, a fixed monthly fee.

## Our approach

MCM Associates have adopted a three stage approach. The first stage is an initial consultation during which the service will be explained and discussed to ensure that it is right for your organisation. Secondly, we will conduct a detailed review of your organisation to include its character, size, staffing and the range and extent of services provided. This allows us to judge the scope of the service required as well as to set the initial monthly fee chargeable if your organisation chooses to pay by this method. Thirdly, we will present our findings to you in order to finalise and agree the scope of the service required, the cost of that service and when the service will start. If paying by monthly instalments there will then be a further review three months into the agreement to ensure that an appropriate fee level has been set, any necessary adjustments will be discussed and agreed at this time. Service provision and charges will then be reviewed at 12 monthly intervals.

# MCM ASSOCIATES

PLEASE CONTACT MCM ASSOCIATES FOR  
FURTHER INFORMATION

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BY SMS

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BY E-MAIL

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OR VIA OUR WEBSITE

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