

July 2020



The Jersey Care Commission

Newsletter for providers and managers of regulated activities

Covid-19

This Newsletter has been produced to provide you with some further updates on the work of the Commission.

The Covid-19 period has brought about an unprecedented degree of disruption and uncertainty within the care sector in Jersey. The planned work of the Commission during this period has also been disrupted. This led to the Commission needing to focus on supporting the care sector more remotely and in the absence of inspection activity in the earlier stages of the pandemic. Regulation Officers established and maintained contact with managers throughout the period of crisis in order to offer advice, reassurance and to escalate concerns as the need arose.

Our contact with managers and service providers throughout this time has allowed us to obtain assurances that care receivers have been receiving an appropriate standard of care. It also enabled us to recognise and raise the profile of the good practice that was evident throughout the sector during these very challenging times.

There are many examples of the resourcefulness, creativity and hard work which took place across the sector. These are but a few examples:

- Managers and staff worked additional shifts in order to provide essential cover
- The setting up of Covid-19 notice boards in care homes to enhance communication between staff and care receivers
- Use of technology to enable residents to maintain contact with relatives
- The creating of a 'hugging booth' in one care home
- Proactive measures taken to promote the safety of care receivers including the prompt closing of care homes to visitors ahead of government guidance to do so
- Home care providers undertook risk assessments for the most vulnerable clients and prioritised care delivery accordingly
- Provision of accommodation and uniforms to care home staff to minimise risk of infection transmission in order to facilitate quarantine whilst results were awaited

The Commission has received extremely positive feedback from relatives which indicates that engagement between providers and families has been exemplary throughout the period of concern.

Going forward, the Commission aims to build on the learning arising from our review of how we operated during the earlier stages of the pandemic. We will continue to build on our relationships with colleagues in other statutory bodies (for example, Health and Community Services). We aim to ensure that the Commission's profile is raised in the context of the Island's response to Covid-19 and that the Commission's contribution to this is recognised.

It is important that care receivers, providers and managers of regulated activities can be assured of the right support going forward and the Commission is well placed to contribute to this.

Inspections

The Commission has resumed its inspection activity and a revised programme of inspection visits has been developed. While it may not be possible to complete all of our planned inspections this year, we will sustain our contact with all services.

We are mindful of the need to carefully balance the requirement to complete inspections with the potential infection prevention and control risks associated with visiting your services. Therefore, Regulation Officers will contact the service prior to visiting to ensure that it is safe for them to visit. Inspections are likely to be shorter and we recognise that the opportunities to engage with care receivers and staff are likely to be fewer than might normally be the case. Our Inspection Policy has been amended accordingly and is available on the Commission's website.

We will start to publish our inspection reports on the Commission's website in August. We will issue a statement to this effect on Twitter – you may wish to follow us on @JerseyCareComm

Validation checklist

The Commission has a responsibility to maintain a register of regulated activities and to ensure that this is publicly accessible. The details of a provider's registration may change over time and it is therefore crucial that we re-validate the register on a periodic basis. We will shortly be writing to all providers with a copy of their details as they appear on the register. Please check these details carefully and return the Validation Checklist promptly. This will enable us to ensure that the information which we have is accurate and up to date.

Financial Viability

Regulation 24 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 require that providers of regulated activities must provide certified copies of detailed accounts to the Commission on an annual basis. It is also a requirement that providers demonstrate that they have adequate insurance cover. The Commission will write to each provider in January 2021, setting out the format

that this information needs to take and the timescale in which it needs to be provided.

Enforcement information

The Commission's website will be updated in August to include the details of any enforcement action which the Commission has taken. This will include any Improvement Notices issued.

Absence of Registered Manager Notification

Registered providers must inform the Commission if a manager is planning to be or is likely to be absent for a period of 28 days or more or if the registered manager is leaving their position permanently.

This notification must include the expected length of the absence, the reason for it and the arrangements which are in place for the running of the activity in the manager's absence.

In the event that a manager is due to leave on a permanent basis, the Commission needs to be informed of this no less than one week prior to the manager's departure.

A form is available for this type of notification. This is available in the Resources section of the Commission's website: <https://carecommission.ie/resources/>