



Jersey Care  
Commission

# **INSPECTION REPORT**

**Autism Jersey**

**Home Care Service**

**Century Buildings  
Patriotic Place  
St Helier  
JE2 3AF**

**11 November 2020**

## THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all providers of care homes, home care and adult day care services must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 32 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

## ABOUT THE SERVICE

This is a report of the inspection of Autism Jersey's home care service. The office is in Patriotic Place, St Helier, and the service became registered with the Commission on 05 May 2020.

According to the Statement of Purpose, Autism Jersey aims to enable people with Autism to achieve their potential by advocating for an inclusive community and providing personalised services to the individual (care receiver), families and carers. Autism Jersey cares for children and adults who are diagnosed with Autism Spectrum Condition but will provide support to individuals and families where there is no formal diagnosis but where there are clear needs associated with autism.

Referrals for a commissioned package of care to be funded by the Government of Jersey are made by the relevant social worker from either Children's Services or Adults Services.

Detailed personal plans are drawn up with the involvement with the child or adult who will receive the care and support and with family members, to establish agreed outcomes. Each care receiver is provided with care and support by a bespoke team.

Registered Provider	Autism Jersey
Registered Manager	Lionel Gomes
Regulated Activity	Home Care Service
<u>Conditions of Registration</u>	Categories of care: Autism; Learning Disability Medium Plus (600-2250 care hours per week) Age range: 4 to 18 (Children); 18+ (Adults)
Dates of Inspection	11 November 2020
Times of Inspection	9.30am to 1.30pm
Type of Inspection	Announced
Number of areas for improvement	One

This home care service is operated by Autism Jersey and the registered manager is Lionel Gomes

At the time of this inspection, there were 13 children and 23 adults receiving care from the service.

## SUMMARY OF INSPECTION FINDINGS

The Commission maintained contact with the manager from March 2020, in the period leading up to registration in May and at the time of Covid-19 lockdown. During a structured telephone discussion with a Regulation Officer on 21 April 2020, the range of areas including those addressed during this inspection was reviewed.

This inspection was announced and was completed on 11 November 2020. The Home Care Standards were referenced throughout the inspection.<sup>1</sup>

The Regulation Officer focussed on the following areas during the inspection:

- the service's Statement of Purpose and conditions on registration
- safeguarding (adults and children)
- complaints
- safe recruitment and staffing arrangements (including induction, training, supervision, staffing levels)
- care planning
- monthly quality reports.

Overall, the findings from this inspection were positive, and there was evidence of care receivers being provided with a service that is safe, and which takes their wishes and preferences into account.

The Regulation Officer was satisfied that staff and care receivers and/or their representatives are familiar with the safeguarding arrangements and saw evidence of the registered manager and team leaders following up incidents reported by care/support workers. These arrangements are satisfactory and support best practice to keep care receivers safe and protected.

There have been no formal complaints in the past 12 months. After talking to staff and a parent, and reviewing the records, the Regulation Officer was satisfied that care receivers and their families know how to complain should they need to.

The service's arrangements for recruiting staff were satisfactory. Meetings with managers and staff and a review of records, demonstrated that staffing numbers were adequate, and that staff were appropriately deployed within the service.

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<sup>1</sup> The Home Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.ie/Standards/>

A review of staff files and discussions held during the inspection evidenced careful planning and the implementation of a strategy to recruit staff with the appropriate values and skills and the ability to support care receivers. The strategy includes a new competency framework for use in staff supervision meetings and appraisals. The Regulation Officer saw evidence that more than 50% of staff in teams (whilst working with a care receiver) have a qualification equivalent to NVQ2 or above, and was satisfied that this specialist service is able to provide staff that can deliver a good service to care receivers. Safe recruitment and staffing arrangements are areas of good practice.

The personal care plans are comprehensive and assist care/support workers to understand daily routines and implement the actions required to meet the agreed needs and desired outcomes. The Regulation Officer saw evidence of how care receivers are involved in creating these plans

Staff and managers support people with autism to lead full and active lives. This is achieved through the use of various methodologies which include the SPELL framework and Positive Behaviour Support (PBS) approaches. The National Autistic Society developed SPELL as an evidence-based framework which enables professionals and support workers to understand and respond (by planning intervention programmes) to individual needs of people with Autism. PBS uses a behavior management system to understand what maintains an individual's challenging behavior and how to change it.

The use of these approaches is supported by continuous training and the use of regular team meetings to embed learning into practice.

This is another area of good practice.

It was good to note that there are already systems in place for the registered manager to monitor, audit and review the quality of care within the service, and there is evidence that the findings of such activities are acted upon and disseminated across the service.

There are feedback mechanisms in place which integrate the views of care receivers, their representatives, and support workers into the evaluation and review of the quality of care.

However, discussions with both the registered manager and a representative of the provider during this inspection highlighted that there is not yet in place the required regular (monthly) reports. These reports should set out an evaluation of the performance of the service against its Statement of Purpose and the Regulations and Standards. This would enable continuous improvement within the service to be evidenced. This is an area for improvement.

## INSPECTION PROCESS

Prior to the inspection visit, information submitted by the service to the Commission since the service became registered, was reviewed. This included any notifications and any changes to the service's Statement of Purpose.

The Regulation Officer sought the views of the people who use the service and/or their representatives, and spoke with managerial and other staff. One parent of a care receiver and six members of staff were spoken with during or as part of the inspection.

During the inspection, records including policies, care records, incidents and complaints were examined

At the conclusion of the inspection, the Regulation Officer provided feedback to a representative of the provider organisation and the registered manager.

This report sets out the findings of the inspection and includes areas of good practice which were identified. Where areas for improvement have been identified, these are described in the report and an action plan attached at the end of the report.

## INSPECTION FINDINGS

### **The service's Statement of Purpose and conditions on registration**

The Home Care Service's Statement of Purpose was reviewed prior to the inspection visit. The Standards outline the provider's responsibility to ensure that the Statement of Purpose is kept under regular review and submitted to the Commission when any changes are made.

Autism Jersey's Statement of Purpose continues to reflect the range and nature of services provided to care receivers. The Regulation Officer was satisfied that the provider / manager fully understood their responsibilities in this regard.

The home care service is, as part of the registration process, subject to the following mandatory and discretionary conditions:

Conditions of Registration	<u>Mandatory</u>  Categories of care: Autism; Learning Disability Medium Plus (600-2250 care hours per week) Age range: 4 to 18 (Children); 18+ (Adults)
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	<p><u>Discretionary</u></p> <p>The registered manager Lionel Gomes must either provide formal confirmation from an appropriate educational source that his academic qualifications have equivalence to QCF Level 5 Diploma in Management and Leadership in Health and Social Care Module or obtain this specific qualification by 06 May 2023.</p>
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A discussion with the manager and an examination of records provided confirmation that these conditions on registration were being fully complied with and will remain unchanged. The manager advised the Regulation Officer that they have enrolled on a suitable training course and are planning to complete this within the coming nine months. The Regulation Officer was satisfied that all conditions are currently being met.

Autism Jersey’s mission (as expressed in the organisation’s Mission Statement) is to enable people with Autism to achieve their potential by advocating for an inclusive community and providing personalised services to the individual (care receiver), families and carers. The registered manager was able to demonstrate that the organisation works hard to keep care receivers safe whilst respecting their rights.

There was evidence from discussions with the registered manager, a representative of the provider and a parent of a care receiver, of past and continuing efforts to work in partnership with care receivers, their families and others. Autism Jersey have engaged with academic and Government of Jersey representatives in bringing forward some of their strategic priorities. Three examples are to agree fees that enable the training and support of all staff to provide high quality care; to design and implement a befriending and mentoring (coaching) pilot scheme; to propose a sustainable respite care service for children.

The Regulation Officer saw evidence that the aim of the charity to enable people with autism to lead full and inclusive lives and to enjoy a reasonable degree of independence is being achieved with many of the individual care receivers supported.

The parent of a care receiver who was consulted, said that the vision to help care receivers achieve greater independence “comes across loud and clear”. She also described the support which she received “feeling like a hug around me”.

This is an area of good practice.

## **Safeguarding (adults and children)**

The Standards for Home Care Services set out the provider's responsibility to ensure that care receivers feel safe and are protected against harm. This means that service providers should have robust safeguarding policies and procedures in place which are kept under review. Staff working in the service should be familiar with the safeguarding arrangements and should make referrals to other agencies when appropriate.

The service's safeguarding policy and procedures set out the purpose and aims of safeguarding, its guiding principles and the meaning of significant harm. There is a section on the types of abuse and the policy also includes information about concerns relating to both children and adults and of the use of risk assessments.

The registered manager is the overall safeguarding lead, and the two service managers are the designated safeguarding officers for adults and children. There was evidence of safeguarding matters being kept under review by the organisation's board with appropriate measures in place to preserve confidentiality.

There is an expectation that all staff will read the safeguarding policy and procedure documents, and that they will sign to indicate they have read them

There have not been any notifications to the Commission about any incidents, accidents or events since registration. There was one safeguarding alert to the Safeguarding Team about suspected abuse which was dealt with appropriately.

The Regulation Officer was satisfied that staff and care receivers and/or their representatives are familiar with the safeguarding arrangements and saw evidence of managers following up incidents reported by care/support workers. These arrangements are satisfactory and support best practice to keep care receivers safe and protected.

## **Complaints**

The Standards for Home Care Services set out the provider's responsibility to ensure that there are arrangements in place for the management of complaints. This means that care receivers should know how to make a complaint and what to expect if they need to make a complaint. The service's staff should be familiar with the complaints management procedures and service providers should closely monitor their implementation.

Autism Jersey's Complaints Reporting Policy states that the organisation is committed to providing the highest level of service to care receivers but is aware that when service involves a high interaction between people, misunderstandings and/or problems can arise.

The Regulation Officer saw evidence from care records and from the incidents log that any concerns and/or complaints in relation to any aspect of the service provided by the organisation are reported immediately to a manager as soon as they arise to allow measures to be taken to investigate them.

The use of meetings to discuss incidents or concerns and the recording of actions and outcomes evidences the organisation's willingness to view the investigation of any complaints as an opportunity to address possible areas of concern and identify, if appropriate, any staff performance or training issues.

There have been no formal complaints in the past 12 months. After talking to staff and a parent, and reviewing the records, the Regulation Officer was satisfied that care receivers and their families know how to complain should they need to.

### **Safe recruitment and staffing arrangements (including induction, training, supervision, staffing levels)**

The safe recruitment of staff is an important element in contributing to the overall safety and quality of service provision. The Standards and Regulations set out the provider's responsibility to ensure that there are always suitably recruited, trained and experienced staff available to meet the needs of care receivers.

Several new staff were recruited in recent months to form bespoke teams for individual care receivers and this inspection included a review of three recruitment records. The Regulation Officer reviewed the employment files for two support workers and a team leader. These records evidenced that processes relating to safe employment had been followed correctly.

The staffing establishment for Autism Jersey is a mix of full and part time employees and several bank (zero hour) staff. The staff list provided for this inspection included three service managers; seven team leaders; two senior support workers; 16 support workers and 31 bank support workers.

In respect of qualifications and experience, the registered manager is completing a Level 5 diploma in Leadership and Management; one of the service managers has a Level 5 Diploma and the other two service managers have also started level 5 training.

It was noted that more than half of the full or part time permanent support workers have at least a Level 2 Diploma in Health and Social Care and others are on training courses towards Level 2. Many of the bank staff are teaching assistants and some are teachers. All have relevant care experience.

The inspection discussions and a review of staff files evidenced careful planning and the implementation of a strategy to recruit staff with the appropriate values and the ability to support care receivers. The strategy includes a new competency framework for use in staff supervision meetings and appraisals.

The Regulation Officer was satisfied that this specialist service is able to provide staff that can deliver a good service to care receivers.

Safe recruitment and staffing arrangements are areas of good practice.



## Care planning

The people to receive this service should have a clear plan of the care to be provided to them. This should be based on an assessment of their needs, wishes and preferences. The Standards and Regulations set out the provider's responsibility to ensure that care plans are person centred and kept under review. The staff delivering care should be familiar with the care plans and ensure that any changes in needs are communicated appropriately.

Autism Jersey have developed their own electronic care recording system. The system is 'cloud based', meaning that the records are encrypted but can be accessed by staff and managers securely from their laptop computers or mobile phones.

The personal care plans are comprehensive and assist care/support workers to understand daily routines and implement the actions required to meet the agreed needs and desired outcomes. The Regulation Officer saw evidence of how care receivers are involved in creating these plans.

The Regulation Officer had sight of a range of care plans relating to such areas as: personal care; healthy eating; mealtimes; medication; money; mobility; morning/afternoon/evening routines; self-harm and travel. There were also examples of care plans relating to behaviour management. These included 'exit plans' which are intended to support staff members to safely leave a care receiver's home in the event that there is a heightened degree of risk to staff.

The care plans detail each assessment and include an assessment summary. The accompanying risk assessments for each detailed plan set out the information that care/support workers need to know, and workers must sign to say they have read and understood how to implement these. The form has space for comments on how well the plan is working, and there are daily records of the care/support provided.

The recording system states when each plan component was initiated and when it will be/was reviewed.

Staff and managers support people with autism to lead full and active lives. This is achieved through the use of various methodologies which include the SPELL framework and Positive Behaviour Support (PBS) approaches. This is achieved through a process of continuous training and the use of regular team meetings to embed learning into practice. This is another area of good practice.

## Monthly quality reports

The quality of care provision should be kept under regular review. The Standards and Regulations set out the provider's responsibility to appoint a representative to report monthly on the quality of care provided and compliance with registration requirements, Standards and Regulations. The manager should be familiar with the findings of quality monitoring activity and any actions required to improve the quality of service provision.

It was positive to note that there are already systems in place for the registered manager to monitor, audit and review the quality of care within the service. There is evidence that the findings of such activities are acted upon and disseminated across the service. In addition, there are feedback mechanisms in place which integrate the views of care receivers, their representatives, and support workers into the evaluation and review of the quality of care.

However, a discussion with the registered manager and a representative of the provider during this inspection, evidenced that there is not yet in place the required regular (monthly) reports which should be completed by someone who is not operationally responsible for service provision. These reports should set out an evaluation of the performance of the service against its Statement of Purpose and the Regulations and Standards. This would enable continuous improvement within the service to be evidenced.

It was evident that there is a commitment to putting in place a robust system for monitoring the quality of services provided. It was encouraging to note that the format and methodology relating to this was under review.

This is an area for improvement.

## IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 9</p> <p>The care service will be checked and reviewed regularly to sort out any issues and make things better for you and others.</p> <p><b>Immediate and ongoing</b></p>	<p>The provider must put suitable arrangements in place to report monthly on the quality of care provided and compliance with registration requirements, Standards and Regulations</p> <hr/> <p><b>Response by registered provider:</b>  This standard has now been addressed and actioned accordingly, with monthly quality assurance data reported to the Senior Management Team</p>
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It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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