



OVERVIEW REPORT

**A review of the registration of individuals
registered to provide a home care service**

July 2021

INTRODUCTION

This is a report of the Jersey Care Commission's ('the Commission') review of the registration of individuals who are registered to provide a home care service. In accordance with the Regulation of Care (Jersey) Law 2014, any organisation or individual providing a home care service is required to register with the Commission.

BACKGROUND

At the commencement of this review, there were 35 individuals registered to provide a home care service. The requirement to register with the Commission to provide a home care service came into effect on 1 January 2019 and in addition to individuals providing this service, there are around 30 companies registered with the Commission as home care service providers.

The Commission's oversight of home care service providers consists of a registration process and ongoing monitoring. While the Regulation of Care (Jersey) Law 2014 requires individuals, who are providing a home care service to register with the Commission, there is no duty placed on the Commission to undertake an annual inspection of the home care service provided. To date, this has meant that individuals providing this service have not been subject to the same scrutiny and oversight from the Commission as other home care service providers. This has the potential to impact on the quality and safety of care services provided.

A review of the Regulation of Care (Jersey) Law 2014 and the Commission's Home Care Standards concluded that ongoing compliance with mandatory conditions is a requirement of all registered providers of regulated activities, including individuals who provide a home care service.

This means that services provided to care receivers must be provided within the age range and categories of care outlined on their registration certificate. It also means that the range and nature of service provision must be kept under review and that the Statement of Purpose is kept up to date and continues to reflect service provision. As with all other home care providers, individuals who provide this service are required to keep themselves up to date with essential training requirements and to notify the Commission of incidents and events that impact on the wellbeing of care receivers. They are also required to notify the Commission of each location at which they provide a care service and to pay an annual fee.

REGISTRATION REVIEW PROCESS

A review of information held by the Commission in relation to individuals registered to provide a home care service was undertaken. This included the information obtained at registration, subsequent correspondence, notifications, and information from other sources. Commission staff also reviewed and updated the guidance and application information and published this on the Commission's website.¹

In the final week of March, the Commission wrote to all individuals registered to provide a home care service and advised that a review of their registration was under way. The correspondence included the contact details of the Regulation Officer allocated to undertake the review and a date for submission of the following information:

- Statement of Purpose
- Details of care receivers
- Insurance certificate
- Training certificates
- Working hours
- Confirmation of fitness
- Enhanced DBS

In addition to written correspondence with individual registered to provide a home care service, meetings, follow up calls and other correspondence was necessary to secure the submission of the above information.

REVIEW OUTCOMES

The date for information to be submitted to the Commission was within three weeks of the initial correspondence. In some instances, individuals contacted the Commission immediately to advise that they no longer wished to be registered as a home care provider. During the course of the project, 12 individuals voluntarily cancelled their registration. Each individual received written confirmation of their removal from the Commission's register and information about making a further application to register as a home care provider, should this be required.

A further 23 individuals successfully completed their registration review. Each individual has received confirmation of this in writing from the Commission, along with an updated registration certificate. They have also been advised of guidance on notifications and other information to be submitted to the Commission as required.

¹ [Registration and Guidance | Jersey Care Commission](#)

A small number of individuals registered to provide a home care service did not complete the review and have subsequently had their registration cancelled. The Commission's register of individuals who are registered as home care providers has been updated to reflect these outcomes.

CONCLUSION

The registration of individuals who make an application to carry on a home care service will continue to require scrutiny. Information for individuals making an application has been simplified and updated on the Commission's website. This includes reference to an annual review of registration and a guidance document for those individuals who are already registered.

While an annual review of registration does not provide the level of scrutiny possible during an inspection, it does go some way to securing assurances that care receivers are receiving their care from individuals who are operating in accordance with the registration conditions.



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