



Jersey Care  
Commission

## **Summary Report**

**Serene Care Jersey Home Care Service**

**St Andrews Church  
St Andrews Park  
First Tower  
JE2 3QP**

**5<sup>th</sup> April 2022**

## SUMMARY OF INSPECTION FINDINGS

The following is a summary of what we found during this inspection. Further information about our findings is contained in the main body of this report.

It was noted at the time of the inspection that there was a heavy reliance on the Registered Manager to oversee all operational matters, with limited delegation of duties to any deputies. This is identified as one area for improvement alongside the need for a further review of training and development plans for staff. These measures should serve to promote clearer lines of accountability and defined roles that may operate at any time in the absence of the Registered Manager.

It was recorded on the day of the inspection that a total of 10 care receivers were receiving support, according to the care records, with a variety of care provided including personal support and personal care.

It was noted that there was an intensive level of care and monitoring being delivered for one care receiver who requires very specific and skilled interventions. There was good evidence of best practice approaches being applied, with care receivers being directly involved in the planning of their own care.

Reference was made to the four areas of improvement recorded in the last inspection report and the response as provided at that time. These were all further reviewed at the commencement of this inspection, and it was noted that all of the improvements had been addressed. This included well documented supervision records, auditable process being in place for missed visits and notifications of the same now clearly in place, independent quality assurance monthly reports being retained on file and comprehensive contracts in place for all care receivers now retained on file.

Supporting evidence included sight of care records, a wide range of policy and procedures, the training log of staff including plans for enhanced training and accreditation alongside face-to-face training to supplement online modules.

Positive feedback from care receivers or their relatives who were contacted for their views about the service was recorded and was also reinforced by some feedback provided by independent healthcare professionals.

**IMPROVEMENT PLAN**

There were two areas for improvement identified during this inspection. The table below is the registered Provider’s response to the inspection findings.

<b>Area for Improvement 1</b>  <b>Ref:</b> Standard 8.2  <b>To be completed by:</b> within two months	A training needs analysis for the staff group is to be undertaken to ensure that adequate competency and qualifications are in place (or will be obtained), to enable delegation of duties in the absence of the Registered Manager if or when required
	<b>Response by registered provider:</b>  <b>Training analysis undertaken. All staff currently in place are equipped with adequate competency and qualifications. New staff are assessed during their onboarding process.</b>  <b>Delegation of duties in the absence of Registered Manager have been considered in view of the above training analysis. The long term goals/plan for Serene Care Jersey have been taken into consideration in relation to the present skillset of staff. This information is now able to be integrated as Serene Care work towards a more sustainable mode of delegation.</b>

<b>Area for Improvement 2</b>  <b>Ref:</b> Standard 9.3  <b>To be completed by:</b> within two months	There will be clear lines of accountability with roles and functions clearly set out and followed by identified person (s) as part of workforce strategy. This will ensure that structure, function, roles and responsibilities are clearly defined for anyone deputising in the absence of Registered Manager.
	<b>Response by registered provider:</b>  <b>Roles and responsibilities of staff members and Registered Manager are currently clear in terms of lines of accountability in the form of job descriptions.</b>

	<p><b>In view of the previous area for improvement, Serene Care will work to introduce positions for staff that hold more delegated responsibility, such as Team Leaders/Senior Carers. These positions will ensure that the structure and function of Serene Care is not affected by the absence of the Registered Manager.</b></p> <p><b>Contingency plan to be drawn up to sit alongside the 'Absence of the Registered Manager' policy and procedure.</b></p>
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The full report can be accessed from [here](#).