



Jersey Care
Commission

Summary Report

Nightingales

Home Care Service

24 February 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.

Overall, the findings of this inspection were positive. The Registered Manager engaged fully in the inspection process and ensured that all requests for information and records was fully met. In addition, a number of care receivers and / or their representatives were happy to provide feedback on the service which was consistently positive.

Recruitment practices were reviewed and the recruitment folders of two new members of staff examined. An issue relating to acquiring references was raised by the Registered Manager and advice was given by the Regulation Officer as to how this can be overcome.

There is a comprehensive induction process in place which provides appropriate supervision and support for staff during the first few months of their employment. Following induction, staff are supported in their role through regular supervision, appraisal and annual competency assessments. This is an area of good practice.

Training for staff was examined in detail and the training recorded within the service's Statement of Purpose was found to be consistently provided to staff and took account of the relevant to the categories of care provided. Due to the restrictions created by Covid 19, the majority of training has been provided online. It was identified that there is no provision of Capacity and Self Determination Law training for staff and this has been identified as an area for improvement.

Assessments are carried out prior to the commencement of services and there is a robust care planning system in place. Plans were found to be person centred, respecting the wishes and preferences of care receivers. This was confirmed in the feedback received from care receivers and their representatives.

Continuity of care and the consistency of the same staff providing support was also identified as a key strength of the service, which helped to build positive relationships with care receivers and their families. This is an area of good practice.

The Regulation Officer undertook a review of the policies and procedures in place which were found to be robust in their content. However, there is work to be done in relation to reviewing and updating policies, as well as identifying the range of policies required. This is an area for improvement.

There are a range of measures in place to support safe practices within the service and also to identify and manage risk. Examples of this include policies and procedures, risk assessments, records management and reviews of service provision which include care receiver input.

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.

<p>Area for Improvement 1</p> <p>Ref: Standard 1.4</p> <p>To be completed by: 3 months from the date of inspection (24 May 2022).</p>	<p>For all policies to be reviewed and updated with consideration being given to appendix 2 of the Home Care standards, as a guide in determining what policies are required for the service.</p> <hr/> <p>Response by registered provider: By the time of writing this, we have already updated approx. 75% of the relevant policies listed in appendix 2 of the JCC Home Care Standards. The remaining policies will be updated by the 21st May 2022.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 3.11</p> <p>To be completed by: 3 months from the date of inspection (24 May 2022).</p>	<p>All staff to undertake training in relation to the Capacity and Self Determination (Jersey) Law 2016.</p> <hr/> <p>Response by registered provider: All our staff have been enrolled on Capacity training, and majority have completed it already online. We have also booked all our staff on Capacity and Self Determination (Jersey) Law 2016 training in person which is organised by the Legislation Team and Older Adults Community Mental Health. This should take place by the end of May.</p>

The full report can be accessed from [here](#).