



**Jersey Care
Commission**

Summary Report

**Home Care Independent Living –
Learning Disability Services**

Home Care Service

**Health and Community Services
19-21 Broad Street
St Helier
JE2 3RR**

13 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.

The service adheres to safe recruitment practices. There are currently vacancies in the staff team, and this appears to be having a negative impact on the morale of the staff team.

The Registered Manager reported that they regularly provide care and support as part of the staff team. It is essential that they have protected time to complete their managerial tasks, particularly as they are also responsible for another service.

There is a robust training package for staff and this has supported the service to ensure there are a low number of incidents which need to be reported to the Commission. Where necessary, the Registered Manager understands when notifications must be made to the Commission.

Staff and relative's responses indicate a caring staff team who actively promote new skills and positive outcomes for the care receiver. There was evidence of new skills and activities since the last inspection, and this was an area of good practice.

Monthly reports are completed by another manager within Government of Jersey Learning Disability Service, and these provided assurance that this home care service continues to meet the Standards.

The Statement of Purpose had not been reviewed and required an update to bring it up to date. This is an area for improvement.

The Registered Manager has applied to start the Level 5 Diploma in Leadership in September 2022. This is a discretionary condition on registration and, as this Manager is also responsible for another service, the Provider should ensure that

adequate support is in place for the Manager to complete the course within the timescale given.

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.

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| Area for Improvement 1 Ref: Standard 1 To be completed by: 3 June 2022 | The Statement of Purpose will be regularly reviewed and updated. |
| | Response by registered provider: SoP was reviewed, updated to reflect any changes to service and copy sent to the Regulation Officer. |

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