



**Jersey Care
Commission**

INSPECTION REPORT

Able Community Care Limited

Home Care Service

**Office 3
Bethlehem Centre
La Rue des Buffes
St Mary
JE3 3DE**

21 June 2022

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 Able Community Care Limited (Able Care). The service's local office is located within Bethlehem Church in St Mary and the Provider's offices are in Norwich, England. The service supplies live in care workers to provide personal care or personal support to people living in their own homes. The aims and objectives of the service, as described in the Statement of Purpose is to "provide an alternative to moving into residential care by offering a live in service to people who wish to remain living in their own homes".

Live in care services have been provided by Able Care in Jersey for many years' prior to the requirement to register under the above legislation in 2019.

Regulated Activity	Home care service
Conditions of Registration	<u>Mandatory</u> Type of care: personal care/ personal support Category of care: Adult 60+, dementia care, physical disability, mental health, learning disability Maximum number of personal care/support hours that may be provided : 2,249 per week Age range of care receivers:18 years and above

	<u>Discretionary</u> As the Registered Manager, Fiona Mesney must complete a Level 5 Diploma in Leadership in Health and Social Care by 28 April 2025.
Date of Inspection	21 June 2022
Time of Inspection	10.00am – 1.00pm
Type of Inspection	Announced
Number of areas for improvement	One
Number of care receivers using the service on the day of the inspection	13

The Home Care Service is operated by Able Community Care Limited, and the Registered Manager is Fiona Mesney.

Since the last inspection, which was completed on 9 November 2021, a Registered Manager has been appointed and their application to become registered with the Commission was completed on 28 April 2022. The Registered Manager is a registered nurse, with many years' experience of working locally with older people. The Regulation Officer met with the Manager at the Commission's offices on 17 February 2022 to discuss the regulatory requirements relating to the operation of the home care service.

The discretionary condition on the service's registration was discussed and the Registered Manager advised that she is aware of the need to complete the Level 5 Diploma within the expected timeframe.

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.

Feedback from care receivers and their representatives was highly complementary of the support provided by live in care workers. They described that they received care that was personalised to individual needs and preferences. Family members

spoke of their confidence in knowing their relatives were provided with quality care in their own homes. Care receivers felt that whilst they were informed in advance of the supply of new live in care workers to support them, they felt this could be further improved. This is an area for improvement.

The responsiveness of the service to queries and issues was described by care receivers and one health and social care professional as one of the service's strengths. The recent appointment of a locally based manager was also welcomed and described in positive terms by care receivers, care workers and health and social care professionals. The Registered Manager was committed to helping provide a good quality service and has implemented a quality assurance process, has met with care receivers and care workers and reviewed care planning systems since her appointment.

Care workers are aware of their responsibilities and providing care in accordance with individual wishes and preferences. They have a clear understanding of their roles and those spoken with described the importance of encouraging independence and respecting care receivers' choices to live their lives as they choose. Care workers said that they felt adequately trained and supported to provide care and support to the care receivers they were supporting, and this was also acknowledged by family members.

The Standards in respect of record keeping are met. Samples of care records reviewed showed that care receivers' health and social care needs are addressed, and when necessary care workers make to health professionals.

INSPECTION PROCESS

This inspection was announced, and the Regulation Officer visited the office location on 21 June 2022. One Regulation Officer carried out the inspection and arranged the inspection with the Registered Manager the previous day. This was to ensure that she would be available to facilitate the inspection process on the basis that this was the first inspection since the Registered Manager was appointed.

The Home Care Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Safety**
- **Care and support**
- **Training**

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection report. The Regulation Officer took the opportunity to visit one care receiver and their family in their home on 21 June to hear of their experiences. Telephone calls were made to two care receivers, two family members and one care worker between 21 and 24 June 2022.

The views of three health and social care workers were also obtained as part of the inspection process. During the inspection, records including care assessments and care records, training records, managerial supervision notes and monthly quality reports were examined.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager. This report sets out our findings and includes areas of good practice identified during the inspection.

INSPECTION FINDINGS

At the last inspection, the Provider did not provide the Commission with a response setting out how the two areas for improvement would be addressed. These were discussed with the Registered Manager during this inspection, and it was positive to note that both improvements, in respect of the timescales for the retention of records and quality assurance processes, had been made.

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

Safety

The Standards outline the Provider's responsibility to ensure that people will feel safe and are kept safe. Care receivers will have the right to live safely and free from harm.

Direct feedback from care receivers and their families confirmed that they felt safe with their live in care workers. One family member commented that "I can leave anything lying round in the house and need not worry as I feel comfortable with [the care worker]". Other comments provided to the Regulation Officer were similar in nature, indicating that care receivers felt very comfortable and secure in their own homes and their care workers were kind, caring and compassionate.

One care receiver told the Regulation Officer of their previous negative experiences from many years ago which they had not disclosed at the time but commented that should any similar situation arise they felt they would be listened to and expressed confidence in the Registered Manager being able to resolve any issues of concern.

Other people spoke of having confidence in the service in addressing any issues brought to their attention and made reference to the availability of the Registered Manager if they needed to contact her. One health and social care professional said that prior to the Registered Manager's appointment the "UK based manager had been very reactive previously and always tried to sort things out".

Since the Registered Manager was appointed, there have been some developments made in terms of the quality assurance processes implemented, which has addressed the area for improvement made previously. Monthly quality monitoring reports are completed, which focused on review of the Standards and showed care receiver involvement to establish their views and experiences.

The Registered Manager had prioritised a review of the care planning processes in place as part of the approach to quality assurance. This review had identified some care plans needed updating which the Manager had addressed and shared with care workers, so that they would be providing care and support in accordance with the support plan. Samples of risk assessments showed that environmental and care

receiver risks such as fire and gas safety, trip hazards and care receiver mobility needs had been considered.

Notifiable events had been made to the Commission as is required by the Regulations. The outcome of one notification that was made was discussed with the Registered Manager, which related to one care receiver having fallen out of bed at home during the night. The Manager described the actions that were taken following that event which demonstrated that measures were implemented and fully discussed and agreed with the individual to further reduce the risk of harm.

The Registered Manager is fully aware of her safeguarding responsibilities and has confidence in care workers' abilities to raise concerns appropriately. During the inspection, the Manager provided an update about a safeguarding alert that had been raised by another home care provider during April. The Registered Manager and Regulation Officer attended a planning discussion meeting with adult safeguarding on 26 April 2022 to discuss the issues that had been raised.

Care workers work within the scope of their abilities and realise their limitations in providing fundamental aspects of care and support. Nursing tasks such as Insulin administration are provided by the community nursing team and the Manager provided some examples where care workers had contacted her for advice about health-related queries. This included a care worker making appropriate enquiries about medication instructions and making a referral to a health and social care professional due to a change in presentation.

Staff are recruited safely in accordance with the Standards and the Provider's policy for safe recruitment. All care workers must demonstrate that they remain suitable to be eligible to be self-employed as a live in care worker and must provide evidence of valid public liability insurance, enhanced criminal records check, clean driving licence and updated training. Two care workers told the Regulation Officer that they were aware of their obligations to demonstrate fitness to be a live in care worker.

Feedback from one health and social care professional and from care receivers themselves was mixed in relation to the duration of care worker placements. Care

receivers spoke positively of having the same consistent care workers in placement and said this had a positive impact on their lives. One health professional commented that they felt one care worker had been in placement for a long time without having had a holiday although acknowledged that this was at odds with the views of the care receiver.

Care workers have breaks during the day and this was directly reported from family members, care receivers, the Registered Manager and care workers themselves. Two care workers told the Regulation Officer of their planned holidays over the summer months.

Care and support

The Standards outline that people in receipt of care and support should experience compassion, dignity and respect. Care receivers, where appropriate should be involved in all decisions relating to their care and support in a way that respects their rights, individuality and beliefs.

Family members and care receivers spoke overwhelmingly of their satisfaction with their care workers and the standard of care and support provided. Comments included:

“For the time being, I’m really happy with my carer and I can’t fault the competency and procedural behaviour. I’m getting on better with the person who is with me now, and I’m definitely a lot more relaxed and feel like I’m actually able to make conversation a lot more than I had done beforehand” [from a care receiver]

“I can’t speak highly enough of them, they’re amazing and fantastic and they [the carers] have made such a difference to X’s life. They’re really competent and the consistency has been wonderful and has made X much happier. The quality of carers show me that they’re seriously qualified, they’re willing, helpful, kind and nothing is too much trouble. We have a great relationship with the carers we can approach them anytime and they are so accommodating” [from a family member]

“We can’t rate them highly enough; they’ve given X a new lease of life and everyone has commented on how well X is. Getting the live in carer has been the best thing we did, and we have great confidence in the carer’s abilities” [from a family member]

“Having the carer live with me is ideal for me as it means I can stay in my own home and get help with things I can’t manage. I have had the same carer for the last 4 years and she’s kind, always smiling and singing which I like. I’ve met with Fiona the Manager and she’s always there should I need her, but I’m quite happy with how things are as I have full choice over my life and I’m still in charge” [from a care receiver]

“I can’t fault the service we’ve had so far, having the carer has made such a huge difference to our lives. The carer has been fantastic, we trust her implicitly and she is not intrusive in our home and she looks after X very well. Our experience has been wonderful so far and she’s given us so much help and reassurance” [from a family member]

During the visit to one care receiver’s home, the Regulation Officer observed warm, good, humoured conversations between the care worker who had a kind, caring approach towards the care receiver and their family.

The Statement of Purpose refers to care receivers being notified in advance of changes to care workers, and this was confirmed during discussion. Two care receivers told the Regulation Officer that they always felt anxious and apprehensive about the changeover of care workers and whilst they always received information about incoming care workers they felt this could be improved upon. They said that if they could have the opportunity to speak or meet virtually with incoming care workers in advance of them coming into their homes, it would be helpful for them. This suggestion was communicated to the Registered Manager and is an area for improvement.

The Registered Manager has met with all care receivers and care workers since her appointment and has reviewed their care and support needs with the involvement of

their families and other key professionals. The Registered Manager explained that she liaises regularly with one care receiver to monitor relationships and compatibility.

Samples of care plans were examined which showed details of personal preferences, wishes, health and social care needs which were devised based on detailed assessments. The plans were written in a way that was unique to the individual and focused on supporting them to remain at home and maintain their independence where possible. During the visit to one care receiver's house, their daily notes were examined and noted to be very detailed and comprehensive which demonstrated the support provided. During discussion with one care worker, they made reference to record keeping as being a key aspect of their role.

Feedback from three health and social care professionals was positive in terms of the appointment of the Registered Manager and they had received encouraging feedback from care receivers and their families about the care and support provided.

Training

The Standards outline that at all times there should be competent and skilled staff available. Staff should be provided with a range of relevant training and development opportunities.
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Care workers have access to policies and procedures to guide them in their work; a copy of this was available during the visit to the care receiver's home. Both care workers told the Regulation Officer that they have access to the management team at all times should they need to. The Statement of Purpose refers to the minimum training requirements and experience required for care workers to be eligible to work. Care workers must as a minimum receive training in mandatory subjects including, safe handling, safeguarding and first aid.

One care worker told the Regulation Officer that they had refresher training booked in various subjects and would be completing this whilst on holiday. Another care worker described that they had received training in wheelchair and car safety and considered this to be essential for the person they were supporting. Care receivers and family members were satisfied with the allocation of care workers and described confidence with their abilities and capabilities.

The Registered Manager meets with care workers as part of the monitoring process and a sample of records relating to these discussions were examined during the visit.

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>Area for Improvement 1</p> <p>Ref: Standard 6.1</p> <p>To be completed by: with immediate effect</p>	<p>The Provider should further improve the process for the introduction of new care workers which may include the implementation of a variety of communication systems.</p> <hr/> <p>Response by registered provider: For all existing clients that Able supports in Jersey, we will ask them or their advocates as to whether, in addition to the replacement carer communicating with the current carer, they would like to speak with the new carer before they arrive, their response will then become part of their care plan. New clients will be offered the same choice, and this too, will become part of their care plan.</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.



Jersey Care Commission
1st Floor, Capital House
8 Church Street
Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je