



**Jersey Care  
Commission**

## **Summary Report**

**Personal Touch Care Services Limited**

**Home Care Service**

**The Studio  
La Chasse  
La Rue de la Vallee  
St Mary  
JE3 3DL**

**5 July 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.

Care receivers and their families continue to be very happy with the quality of care and support they receive, and care staff knew their needs and were flexible in their approach to requests for support. Care receivers said that they knew their care workers well and had been introduced to them in advance of them coming into their home and they had a team of regular care staff. Care staff are recruited safely and are provided with relevant training and opportunities to discuss and reflect on their work, which means that the Standards relating to safe recruitment and supervision of care workers are adequately met.

Assessments are completed before people are admitted into the service and care plans are devised based on their assessed needs. Care receivers are provided with care and support based on their wishes and preferences and are fully involved in developing their care plans. The service is aware of its limitations and will arrange for alternative care provision if needs increase to an extent that the service cannot continue safely providing care.

Quality monitoring processes are in place which ensures the service is operating in line with its registration conditions, Statement of Purpose and is meeting Standards. This includes monitoring care workers' practices and conduct whilst in care receivers' homes. An examination of records showed care workers are consistently working to expected Standards. Care receivers confirmed that their visit times were always completed in full, and they were always informed in advance of any changes to their planned visits.

There are policies and procedures in place to guide care workers in their day-to-day roles, however there was an absence of a management of finances policy which is considered essential in view of one care receiver's support needs. This is an area for improvement.

## 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.

<b>Area for Improvement 1</b>  <b>Ref:</b> Standard 4.8, Appendix 2  <b>To be completed by:</b> with immediate effect	The Provider should develop a policy for the safe handling and storage of care receivers' monies.
	<b>Response by registered provider:</b> <b>A robust policy has been sent to all staff. Including a reminder to fill out finance sheets and asking client to sign if a cheque has been given to staff members for their invoice payment. Receipts are left in clients houses.</b>  <b>A letter has been sent to clients asking for cash for shopping or a revolut card where family members can see when it is being used.</b>

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