



**Jersey Care
Commission**

Summary Report

Autism Jersey

Home Care Service

**Century Buildings
Patriotic Place
St Helier
JE2 3AF**

20 May and 14 June 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 Regulation Officer found this service to provide positive support to care receivers and that care plans promoted the wishes, preferences, and independence of care receivers as far as practicable. Feedback from staff members indicated that staff felt valued and that they were supported to develop.

There was evidence of safe recruitment practices. This included a staff handbook and a period of induction with regular supervision and training. There are currently several staff vacancies, but the Registered Manager had taken the pragmatic decision not to take on any further care package requests to ensure that the service can meet the needs of current care receivers.

The process for monthly quality reports did not provide robust information for the Registered Manager to assure themselves that the service was meeting the Standards. This is an area for improvement.

The service is currently updating the care planning system which will enable better access to all staff and demonstrate that reviews take place on a regular basis. Discussions with staff demonstrate that care plans consider the wishes and preferences of the care receiver and aim to improve the quality of life, including promoting skills for independence.

There was evidence of good multi-disciplinary practice. The provision of de-briefs following incidents and the commissioning of a psychologist to provide reflective practice for some teams is an area of good practice.

While staff felt that good training and development opportunities were provided, the current training record was unable to demonstrate that mandatory training is updated regularly. Areas such as First Aid and Manual Handling are still provided online, and

the provider was advised that these must be provided face-to-face. A UK based online module in capacity law is provided, and the provider was advised that this should be provided based on Jersey Law.

Some members of staff have not undertaken training in autism. There had been some difficulty in accessing this training during the period of the pandemic. As an organisation specifically focussed on the needs of care receivers with autism, the provider must ensure that training in this area is available to new staff members. Training is an area for improvement.

Policies were in place but required updating. In particular, the complaints policy which was the subject of an area of improvement at the time of the last inspection, needs to be updated. This is an area for improvement.

IMPROVEMENT PLAN

There were three 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: End of March 2023</p>	<p>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> <p>The complaints policy must be updated to ensure that both formal and informal complaints are recorded, and a response is provided.</p>
	<p>Response by registered provider:</p> <p>An allocation of time in the first quarter of 2023 has been set aside to review and update policies and future planning of policy review to be set out.</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 9</p> <p>To be completed by: Immediate</p>	<p>The provider must improve the quality of monthly reports.</p>
	<p>Response by registered provider:</p> <p>The CEO will continue to work with the JCC. The implementation of systems which are able to capture data will also assist in providing information.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 6</p> <p>To be completed by: Within three months – 14 September 2022 (although it is acknowledged that a plan may need to be put in place to address parts of this area for improvement)</p>	<p>Specific training in autism should be provided to staff. Training in Capacity and Self-Determination Law should be Jersey-based. Training should be provided in Makaton or other communication aids according to the preference of the care receiver. Manual handling and First Aid must be provided face-to-face. The training record must be able to demonstrate that staff are up to date with mandatory training.</p>
	<p>Response by registered provider:</p> <p>Face to Face training to be given now where possible and this should be easier post the Covid pandemic. Staff training to be booked in advance to ensure training is up to date. Bank staff notified that unable to work unless training is up to date.</p>

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