



**Jersey Care
Commission**

Summary Report

**Complete Individual Home Care (CI
Homecare)**

Home Care Service

**Evergreen Homecare Services Limited
Suite 3, Longueville Business Centre
Longueville Road
St Saviour
JE2 7SA**

21 and 25 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.

The service has quality-monitoring processes in place to ensure that it is operating in line with its registration conditions, Statement of Purpose and the Standards. This includes monitoring care workers' practices and conduct whilst in care receivers' homes. This is achieved by regular spot checks by the management team that are recorded as part of the supervision process.

There are policies and procedures in place that are part of any new employee's induction process and to guide practice. The policies are accessible to staff online and have clear dates of ratification and review.

Staff personnel files were reviewed during the inspection. Although most safe recruitment checks were in place prior to new staff commencing employment, in two files there was evidence of one or two of the required references being received after the employee's start date. This is an area for improvement with immediate effect. This is highlighted further under the heading of 'Safety'.

A package of care is offered to care receivers after an initial assessment of care needs; either the Registered Manager or the Deputy Manager carries this out. A provisional care plan is then created from the initial assessment in conjunction with the care receiver and/or other family members. There was evidence of personalisation in the care plans and of support with daily activities, appointments and shopping where required.

Care receivers and family members provided positive feedback concerning the quality of care and support that they receive. Staff reported adequate training and support from management.

Training undertaken by staff is consistent with the statutory and mandatory training outlined in the Standards. There is a clear induction process for new staff. Staff are provided with induction/competencies paperwork and a staff handbook to guide them through this process. There was evidence of regular staff supervision and appraisal from discussion with staff and management and review of staff personnel files.

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.

Area for Improvement 1 Ref: Standard 3, 3.6	The Registered Provider must ensure that all safer recruitment checks are completed prior to workers commencing employment.
To be completed by: with immediate effect.	Response by registered provider: We are enhancing our current HR practices by adding all essential requirements to our electronic scheduling system which automatically prevents a Carer being scheduled for client visits if any requirement is not in place and in date, even when only shadowing. This will be a more robust system than our current manual methods. Completion date 31.10.22 at the latest.

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