



**Jersey Care
Commission**

SUMMARY REPORT

Orchid Care Services Ltd

Home Care Service

**2nd Floor
The Powerhouse
Queens Road
St Helier
JE2 3AP**

18 October 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.

It was noted at the time of the inspection as to the progression of deputy manager to the Registered Manager position following a period of working closely with both the CEO and Operations Director in a deputy manager role. During this time, their development and understanding of the business were acknowledged, and it was apparent that their ways of working aligned with other management skills relating to care, staff supervision and support. This development has led to a natural promotion to the registered position which provides an additional and expected part of the Provider's overall governance framework.

At the time of inspection, the service was supporting 23 care receivers in their own homes, with a primary focus for the adult 60+ category of care although the service also provided support to a small number of people living with dementia.

It was noted from the care plans which were reviewed, and the electronic recording system utilised, that these were instructive and would enable appropriate interventions to be followed in supporting care receivers. There was good evidence of best practice approaches being applied, with care receivers or relatives being directly involved in the planning of their care.

Professional approaches to ensure that all the Standards are consistently met was very well evidenced from discussions with both the CEO and the Operations Director, and who both participated in the office-based enquiries at the commencement of the inspection process. Safe working practices were noted, with robust administrative policies and procedures in place, including safe recruitment practices.

It was evident that there may have been some omissions in the submitting of notifications to the Commission. It was therefore apparent that some revision to internal reporting systems was required, and information was provided by the Regulation Officer to assist with this. This is an area for improvement.

Positive feedback was received from care receivers and relatives who were contacted for their views about the service. This was reinforced by feedback provided by independent healthcare professionals. This feedback evidenced that the Standards of care were being very well met and promoted by the service and with a number of areas for good practice noted.

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 4.3 & Appendix 7 To be completed by: with immediate effect.	A review of internal systems for incident reporting must be undertaken to ensure that all notifiable incidents are submitted to the Commission promptly.
	Response by registered provider: This area of improvement is noted, and a review of internal systems has been undertaken.

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