



**Jersey Care  
Commission**

# **INSPECTION REPORT**

**Family Nursing and Home Care**

**Home Care Service**

**Le Bas Centre  
St Saviours Road  
St Helier  
JE2 4RP**

**1 and 11 November 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 the home care service, provided by Family Nursing & Home Care (FNHC). The service's offices are located in Le Bas Centre and the home care service is one aspect of care provided to people in their own homes by FNHC.

The aims and objectives of the service, according to the Statement of Purpose is to support people who due to illness or disability require assistance to enable them to remain in their own homes and achieve their potential in relation to physical, emotional, and social wellbeing.

The home care service provides a range of support to include personal care, companionship, meal preparation and support to access social and medical appointments.

Regulated Activity	Home care service
Conditions of Registration	<u>Mandatory</u>  Type of care: Personal care, personal support  Category of care: Old age Other: FN&HC do not deliver specialist support services, but care receivers will have a range of conditions

	Maximum number of care hours per week: 600 Age range of care receivers: 18 years and above
Dates of Inspection	1 and 11 November 2022
Times of Inspection	9.30am – 1.30pm 10am – 2.00pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers using the service on the day of the inspection	11

The Home Care Service is operated by Family Nursing and Home Care and the Registered Manager is Teri O'Connor.

Since the last inspection, which was completed on 31 November 2021, the Registered Manager has contacted the Commission when she has needed to discuss or report any issues relating to the day to day operation of the service. An updated copy of the service's Statement of Purpose was received on 10 November 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 feedback received from care receivers was that they felt happy and safe in their home with the service they receive from staff. They described that the care and support they are provided with is responsive to their individual needs and preferences. Care receivers said they were always aware of which member of staff would be supporting them and they knew them well.

The service responds when safeguarding concerns are identified and reports them appropriately both within and outside of the organisation. There are robust measures in place to identify when care calls are late or missed. There are sufficient staff available to provide care to existing care receivers.

The Registered Manager considers staffing availability, consistency, and call time allocation as part of the assessment and care planning process. Care receivers said that this had a positive impact on the service they received.

There is a significant level of oversight and governance to monitor the quality of the service. Recruitment practices were robust and confirmed that criminal records and other recruitment checks were obtained in advance of staff taking up employment. Care receivers are aware of how to raise concerns and complaints are always investigated and responded to. Samples of quality assurance records showed that there is an ongoing commitment to drive improvements and demonstrate that the service operates in line with regulatory requirements.

Staff are provided with essential training for their role and are provided with a comprehensive induction. They receive formal supervision and monitoring visits are carried out as a means of ensuring learning, developing and practice skills and quality of care is maintained.

There are no areas for improvement identified on this inspection.

## INSPECTION PROCESS

This inspection was announced and was held over two separate visits and was completed by two Regulation Officers on 11 November 2022. Both inspection visits were pre-arranged to ensure that staff would be available to support the inspection.

The Home Care Standards were referenced throughout the inspection.<sup>1</sup>

This inspection focussed on the following lines of enquiry:

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

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

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 spoke with managerial, governance and human resources staff and sought the views of three care receivers and one representative by telephone the week after the inspection visit. The Registered Manager, at the request of the Regulation Officer contacted all care staff and invited them to make contact about their experiences of working for the service.

During the inspection, records including recruitment records, policies, care records, staff rotas, training data and monthly 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, no areas for improvement were identified that required any follow up on this visit.

### **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.

The service's recruitment process is managed by the human resources (HR) department and was discussed during the inspection. Samples of staff personnel files were examined which found that they were well organised, methodical, and evidenced a safe and consistent approach to safe recruitment. There was evidence of all essential checks provided in advance of care workers taking up employment. This demonstrated that the organisation follows its recruitment policy to identify people who are unsuitable to work with vulnerable care receivers as a means of safeguarding them. Whilst the HR department oversees the recruitment process, the Registered Manager is also fully involved in the recruitment and appointment of staff.

Newly recruited staff are provided with a wide-ranging induction which covers the organisation's and home care service's responsibilities. Whilst staff are working through their probationary period, their suitability for the role is monitored and records of their progress and development maintained. This was evidenced in the staff files.

All staff are provided with supervision as required by the Standards and an annual appraisal. One member of staff who spoke with the Regulation Officer described their induction programme and said it had been detailed and comprehensive to allow them to understand the organisation's values and succeed in their role. The staff member said, "the overall support that I've had in the organisation is second to none and there's always someone to turn to".

There are effective governance and quality assurance checks in place to ensure that the service runs smoothly and in accordance with the Statement of Purpose. The Registered Manager oversees the day to day running of the service and has processes in place to monitor care workers' practices to ensure care and support is delivered according to care receivers' needs and Standards. The quality assurance monthly reports show that there is an evaluation of the service provided and actions for further service developments identified.

The Registered Manager described the processes in place which identify if any scheduled visits to care receivers are missed and confirmed that this is an exception and rarity. Care receivers told the Regulation Officer that they consistently receive their visits as planned and knew when care workers visit them. They said that communication from care staff is good, and staff will alert them in advance if they are expecting to be late for some unforeseen reason.

The management team acts promptly to address any concerns, complaints, reporting of incidents and engages well with safeguarding professionals. The service has alerted the Commission when safeguarding concerns have been raised and this was discussed with the Registered Manager during the inspection. This confirmed that the service had worked with the individuals involved and in partnership with other agencies, which had resulted in positive outcomes for them.

A discussion with the Registered Manager indicated that the service endeavours to provide a consistent, small team of carers to support care receivers. Samples of staff rotas showed details of dates, times and carer visits. Care receivers spoken with said that they had no concerns regarding their safety, they described feeling comfortable with staff coming into their homes as they knew them well and had been introduced to them in advance of staff providing support.

Some comments in relation to their views around safety included:

“We see the same staff all the time and we know Teri the manager. The visits always happen as they should and the girls will always ring if they’re delayed with another patient, but it doesn’t happen often”

“I got on immediately with all of the girls, I really trust them, and I know all of their names. I have confidence in them and they’re really respectful”

“They’re as regular as clockwork, I’ve got no concerns with them in fact it’s the exact opposite”

“I think they choose their girls really well and it’s invariably the same girls that come all the time. We even see X coming in and checking on the girls, but they’re always doing what we ask of them”

### **Care and support**

<p>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.</p>
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The Registered Manager explained that part of the service delivery this year has been to support a pilot scheme and provide a type of short-term bridging service [maximum of six weeks’ duration] to help facilitate discharge from the hospital. The manager described the processes in place to assess, plan, liaise and provide care ensure that care receivers’ needs and requirements were provided for. This showed that despite the pilot scheme being an additional component of the service, the

Registered Manager understood their responsibilities to assess care receivers' needs and ensured sufficient staffing capacity before agreeing to provide a service.

The Manager spoke of a recent situation whereby the assessment process had shown that the service was unable to meet one person's needs as she had concluded that the type of care needed was beyond what could be provided safely and outside of the service's registration conditions.

The Statement of Purpose refers to the nature and range of services provided and the assessment and care planning process for care receivers. It was evident from a review of care records, a discussion with the Registered Manager, and feedback from care receivers, that the service operates in line with the SoP.

Care receivers were overwhelmingly positively about the care they received from the staff and expressed satisfaction with the quality of support provided. They said that they had developed good relationships with their care workers, communication was easy and they felt that the service was responsive to their needs.

Some comments provided included;

"We're very pleased with the care we receive and feel the service is great"

"Although I know we're not friends they [the staff] really feel like friends in the sense that I trust and admire them and I'm really happy with everything"

"It's wonderful, they all give great care and they're very kind and caring. They're all helpful in different ways but they all do what we want and ask of them"

"X is looked after very well and they're just marvellous. Any problems you can just say and they help you" [from a representative]

Samples of care records were examined which showed that comprehensive assessments, risk assessments, care plans and outcomes of carer visits are made. The records contained information in relation to needs, choices and preferences and



reflected that care and support is provided in an individualised manner and highlighted that care receivers are involved in discussions and planning relating to their care. The records showed that care receivers' goals and wishes in their lives were documented in their own words, which confirmed their involvement.

Care receivers' views about their experiences of the service are routinely sought and there are plans to further enhance the client feedback questionnaire. There were no complaints being investigated at the time of inspection and feedback from one family member had been responded to appropriately.

## **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.

The training data provided indicated that staff are provided with a range of training necessary to meet care receivers' needs and relevant to their roles and responsibilities. The records showed that the majority of training had been provided for staff and specialist nursing staff from within the organisation also provide in house training to address specific learning and development. The Registered Manager highlighted this as being one of the service's strengths and she regularly meets with specialist nurses to discuss specific care receiver issues as they arise.

Safeguarding training is provided to all staff and based on issues that had been brought to the Registered Manager's attention by care staff demonstrated that the training had been effective and made staff aware of their responsibilities.

One member of staff spoke positively about the training they had received and confirmed that they had received sufficient information and support to enable them to fulfil the duties and responsibilities of their role. The Registered Manager recognises that staff work by themselves and without close or direct supervision and as such ensures that their competency to do so is assessed.

Staff who support care receivers with their medication have completed relevant training and annual competency checks as the Standards require. Feedback from

care receivers highlighted their confidence in care workers' abilities. The majority of staff have completed vocational training in Levels 2 and some with a Level 3, and some staff are part way through their Level 2 award.

The organisation is in the process of approving learning and development objectives for the coming year and has engaged with an external professional to support this process.

## **IMPROVEMENT PLAN**

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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.



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