



**Jersey Care
Commission**

Summary Report

1-2-1 Care Limited

Home Care Service

**Second Floor
JEC Powerhouse Building
Queen's Road
St Helier
JE2 3AP
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 overall findings of this inspection were positive. The Regulation Officer was able to see evidence that the care receivers are experiencing a provision of care that is safe, well governed and involves them and their families in the planning of their own care.

There was one area of improvement from the 2021 inspection, the Regulation Officer followed up on this during the course of the inspection. This area of improvement has been actioned by the Registered Manager and there is now regular formal staff supervision in place. This has improved the employees' platform for discussion of practice and work-related matters.

New employees receive a robust induction which includes following the process of a competency framework that is signed off by experienced staff members including the Registered Manager. Mandatory training and competencies are completed before there is consideration of the employee supporting care receivers directly. This is an area of good practice.

A programme of mandatory training is completed in the induction period if the employee has not completed the training before commencement of the post. There are also individual training needs identified depending on the care packages that the staff member is supporting, and any learning is also identified in their annual appraisal.

There is a clear ongoing programme of statutory and mandatory training, this is recorded on a staff training matrix which the whole staff team have access to.

Most of the mandatory training subjects are underpinned with an organisational policy, such as medicine management.

The Registered Manager demonstrated a good knowledge of the statutory training requirements for the organisation and its employee's.

All care staff are now receiving regular supervision which is formalised by being planned and recorded.

There was evidence of well embedded recruitment processes and, an up-to-date recruitment policy was available which gives underpinning rationale for the safe recruitment process.

The Registered Manager provided the Regulation Officer with a suite of policies that were current and reflected best practice.

There is evidence of an organisational complaint's procedure. Complaints are considered and responded to by the Registered Manager, complaints are also filtered into the Commission via the notification process.

The Registered Manager was aware of the process for notifying the Commission of incidents or when there has been an authorisation of a Significant Restriction of Liberty (SRoL) for one of their care receivers.

New referrals receive an initial holistic assessment of their needs. This is usually undertaken by the Registered Manager or one of the senior assistants. Care plans demonstrate a person-centred approach and are co-produced with the care receiver and their families where possible. Regular reviews of the care plans (three monthly) are undertaken to ensure that they remain relevant to the care receiver.

Care plans are available on the organisation's electronic record system and employees have access to these remotely. Care receivers and their designated family or friends also have access to their records if they wish to (in the case of family or friends, this is with the consent of the care receiver). This demonstrates working together and transparency of work.

The Registered Manager was able to provide the Regulation Officer with evidence that the work force is appropriately trained and are able to work to individual competencies. It was also noted that there are a few members of staff that are trained to be trainers in some areas. This demonstrates a commitment to training and a good use of resources.

IMPROVEMENT PLAN

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

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