



**Jersey Care  
Commission**

## **INSPECTION REPORT**

**The Care Hub Jersey Limited**

**Home Care Service**

**First Floor Office Suite  
50 Don Street  
St Helier  
JE2 4TR**

**16 December 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 Care Hub Jersey Limited. The service's offices are located in the centre of St Helier and includes a training suite where training can be provided to staff.

The Registered Manager is a nurse and is supported by a team of support staff who have varying levels of responsibilities, administration and Human Resources (HR) staff. The service offers an island wide service to people aged 18 years and above who have a range of health conditions which require support. The range of needs supported varies from clients with complex needs to those that require a live in care service.

According to the Statement of Purpose the service, 'focuses on clients who benefit from an enhanced level of care at home and those with complex needs that are better managed by registered nursing oversight'.

Regulated Activity	Home care service
Conditions of Registration	<u>Mandatory</u> Type of care: personal care, personal support, nursing care

	<p>Category of care: adult 60+, dementia care, physical disability, mental health, learning disability</p> <p>Maximum number of personal care/ personal support hours per week: more than 2,250</p> <p>Maximum number of nursing support hours per week: 40</p> <p>Age range of care receivers: 18 years and above</p> <p><u>Discretionary</u></p> <p>As the Registered Manager Anne McConomy must either provide formal confirmation from an appropriate educational source that their academic qualifications have equivalence to QCF Level 5 Diploma in Leadership in Health and Social Care Module or obtain this specific qualification by 12 April 2024.</p>
Date of Inspection	16 December 2022
Time of Inspection	2pm – 5.30pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers using the service on the day of the inspection	34

The Home Care Service is operated by The Care Hub Jersey Limited and the Registered Manager is Anne McConomy.

The discretionary condition on the service's registration was discussed and the Registered Manager advised of the plans as to how this condition would be met.

Since the last inspection, which was completed on 3 August 2021, the Registered Manager and management team met with Commission staff on 1 February 2022 to discuss some operational challenges that the service was facing at that time.

The Commission received a new Registered Manager application on 27 June 2022. However, the application was refused on that occasion.

## **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 leadership and management arrangements are effective which helps to ensure that a good quality and safe service is provided. The service has grown and developed since its initial registration and the evidence gathered from this inspection has shown that the service is compliant with the Regulations and Standards. The management team are committed to investing in the staff team and providing quality outcomes for care receivers.

Care receivers and their families had confidence in the service to provide safe and appropriate care and they consistently described feeling reassured that the staff team could meet their needs to a good standard. They said that the majority of time they were provided with a small team of care staff, who were known to them and they trusted. Care plans are developed and are easily accessible to staff and care receivers, if they wish. Samples of records confirmed that care and support is delivered in accordance with assessed needs and preferences.

Staff recruitment is done in a safe way and meets Standards. New staff are provided with an induction and had completed mandatory training prior to commencing work in the service. All staff are provided with ongoing training and can take advantage of career progression opportunities. Staff consistently described this as one of the service's strengths and there was a high morale amongst the staff team. Staff noted the importance and value of managerial presence and said that there was a supportive and open culture in relation to communication, learning and development.

The arrangements for monitoring the quality and safety of care were robust and provided assurances that the service operated in line with the Statement of Purpose. This was reflected in the fact that there are no areas for improvement made as a result of this inspection.

## INSPECTION PROCESS

This inspection was announced and an initial visit to the services offices was completed on 16 December 2022. The Registered Manager was given a few days' notice of the visit which was to ensure that she would be available.

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**

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection report. All correspondence including notifiable events, death notifications and other contacts with the Commission formed part of the pre inspection planning for this service.

The Regulation Officer spoke with the Registered Manager, Care Manager and HR Officer during the inspection and gained the views of six members of staff, two care receivers and six representatives between 19 December and 3 January 2023. This contact was made by telephone and email.

During the inspection, records including policies, care records, care receiver meeting discussions, staff rotas, delegation assessments and training and development records were examined.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager.

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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/>

This report sets out our findings and includes areas of good practice identified during the inspection.

## **INSPECTION FINDINGS**

At the last inspection, one area for improvement was identified and an improvement plan was submitted to the Commission by the Registered Manager setting out how this would be addressed. This was followed up on this inspection, and it was positive to note that the arrangements for care planning had improved to meet the Standards.

### **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 Regulation Officer carrying out this inspection has monitored this service since initial registration and concluded that the service is operating safely, within the conditions of registration and in line with its Statement of Purpose. The service has grown steadily and the Registered Manager maintains an overview of all aspects of the service including care provision, staff competencies and their learning and development needs. Whilst support staff play a key role in providing care and support, the management team are heavily involved in providing ongoing supervision guidance to them, and they uphold their responsibilities in ensuring that care remains relevant and appropriate to peoples' assessed needs.

The Registered Manager provided an example whereby one care receiver's needs were beyond what could safely be provided by the service. She described this instance created an opportunity for the service to reflect upon their strengths, weaknesses and accept their limitations in providing care in accordance with the categories of registration.

The structure and reporting mechanisms within the Organisation was clear and was known to all staff, care receivers and their relatives. All people spoken with confirmed that the management team were easily contactable and very responsive to their requests for support. Staff told the Regulation Officer that they felt fully supported in their roles and described an open culture with regards reporting any incidents or events.

Notifiable events and safeguarding concerns had been reported to the Commission as is required by the Regulations. The outcomes of a sample of notifications that had been made were discussed with the Registered Manager which confirmed that the service is fully aware of their responsibilities to protect care receivers from harm and liaise with external agencies where necessary.

Staff are recruited safely in accordance with the Standards. The HR officer explained the due diligence to support recruitment practices. Samples of staff folders were examined which mapped new staff members' journey through the various recruitment stages. The process was found to evidence a detailed, methodical and rigorous approach to safe recruitment. All new staff go through a detailed induction process.

The process for addressing aspects of poor practice or conduct was explained by the Registered Manager and HR Officer. An example was provided where the measures taken to address concerns relating to one incident were in line with the organisation's policy and demonstrated that staff are expected to maintain professional standards at all times.

Written agreements are provided to care receivers which set out the services being provided to meet needs. Where live in care workers are supplied, the agreement includes arrangements of care worker accommodation and food costs. One live in care worker described the responsibilities associated with their role in detail and the arrangements for their breaks which was compliant with relevant legislation.

They advised that whilst they predominantly work alone, the management team were easily contactable, responsive and pre-emptive in ensuring they were providing care

and support at the right level. The Registered Manager spoke of the staff team as one of the most important assets within the Organisation and expressed that the needs and wellbeing of staff members remains a priority. The ways in which staff are supported were described in a way which demonstrated a high level of care and concern.

The arrangements for governance and quality monitoring were discussed with the Registered Manager and HR Officer. There was a visual representation of essential information in the main office which highlighted the service's performance in a range of areas. In addition, the service focuses and reviews a specific Standard each month as a means of driving quality within. There was a proactive approach which ensured that the service provided to care receivers is both safe and consistent.

The records showed that care receivers and their families participate in assessing and improving the quality of care and support provided. Samples of client feedback review records confirmed a high level of satisfaction with the service and people reported that they felt involved and included with their care arrangements. There are systems in place which ensure oversight of care practices within care receivers' homes.

There are systems in place which alert the management team if visits are missed or late. The management team have the oversight they need and the ability to take action should there be any problems associated with visits. All people spoken with however, reported that their carer visits happened as expected. Care receivers are provided with copies of the staff roster which detail the names of care workers and the times of visits.

## Care and support

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.

Care receivers and their representatives told the Regulation Officer about the compassionate, professional, bespoke care and support which had a positive impact upon care receivers' lives. They spoke of the consistency and reliability of the staff team and the provision of a personalised care service and described a professional caring team who treated people with dignity and respect. Some comments included:

"We get personal attention and the staff do everything for us. There's nothing to worry about and we get really good care, couldn't fault it".

"I have nothing but praise for them, they're all very considerate and gentle. They consistently turn up when we expect them to, and the girls all know the routine. Some days I request something else and they will accommodate my requests, I've used them for a few years now and have every faith and confidence in them".

"For us it works really well. The carers are clever, caring and kind and I'd describe them as brilliant and I can't fault anything. They keep an eye on things and I email them and they always get straight back to me, I'm really happy with everything".

"It's been a great experience having them, they're a very professional company and they are truly committed to doing what is best for X and want to make their life better".

"There's a great continuation of care and the service is very committed. We know that we aren't the only clients, but they make us feel like we are".

Family members provided a detailed overview of their relatives' experiences to the Regulation Officer and one expressed that the standard and quality of care provided was "impeccable".

They were highly complementary of the staff team working in the service. They said that the skill mix of the staff team had been taken into account when planning support for their relatives and collectively commented favourably on the abilities and the consistency of staff.

One family told the Regulation Officer that they felt their relative's experiences were variable at times and felt that some aspects of support could be better improved. These views were communicated to the Care Manager for further consideration as part of the inspection feedback.

The service is focused upon supporting individuals with complex health care needs, who require support with basic daily functions. The Registered Manager carries out an initial assessment upon receiving referrals and described that the home environment is an integral part of the overall assessment in verifying the safety of care receivers and identifying risks. The Manager requests that relevant information is shared from the referring agency to be considered as part of the decision-making process. It was explained that the type and frequency of support will be discussed and negotiated with the individual and plan formulated. This was confirmed by one care receiver who said that the service had arranged visits to fit in with their preferences.

Once the assessment has been completed, care receiver's care management is categorised at different care levels dependent upon their level of need and support. This included support with fundamental care tasks through to maintenance of long term health conditions and prevention of ill health. The ethos of the service is to maintain and improve care receivers' functional health status and several family members provided examples where the interventions and support of the staff team had had a positive impact upon their relative's health and wellbeing.

Some care receivers require interventions that are of a nursing nature and of which are delegated to care staff by a registered nurse. Examples of delegated tasks were described by the Registered Manager and samples of records to support the delegation were in line with the Standards required by the Nursing and Midwifery Council (NMC).

The competency of staff is assessed by a registered nurse and records showed that staff fully understand the instructions and tasks and duties delegated are within the care worker's scope of competence.

For some delegated tasks the service had sought the advice of one of the community specialist nurses to provide additional education and support to care staff. The Registered Manager provided an example where staff competencies were rechecked which highlighted an additional training need. This confirmed that potential risks were identified at the earliest opportunity and established that additional supervision was necessary.

The care planning system has been developed since the last inspection and the Registered Manager continues to identify ways in which the system can be improved. Sample records were reviewed during the visit which showed that the Standards relating to care planning arrangements had been met. The records were clear, concise and which meant that care staff were sufficiently informed about care receivers' needs. To complement care planning processes, personal profiles were completed so that the staff team had wide ranging information about the people they were supporting. Where necessary photographs are provided within the care plans to illustrate positioning and handling techniques.

Care receivers' care plans are reviewed to ensure that their needs are being met on an on-going and continuing basis. This involves discussions with the staff team, the individual and their family where relevant. Records of reviews were minuted and shared with care receivers. This evidenced that they participate in assessing and improving the quality of care and support provided to them as the Standards require.

## **Training**

<p>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.</p>
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There was strong evidence of comprehensive training. The records showed that all staff received core training in a variety of fundamental topics prior to working with care receivers.

Staff that were spoken with consistently described the quality of training provided and development opportunities as one of the service's key strengths. There is a well-planned induction process which was explained by care staff and they described that it meant that they felt safe and supported and welcomed into the service.

Two staff spoke of the progress they had made in terms of their professional development and career progression and described the skills they had learned directly with the service. One staff member said "the Care Hub management team are very open to all staff and allow all employees to develop and progress within their job roles".

The skills and development plan was reviewed which is a framework setting out training and development needs for staff to achieve depending on their roles and associated responsibilities to support care receivers and their varying health conditions. This showed that there was a clear pathway for staff to follow from their probationary period and described mandatory training subjects and additional learning needs in order to develop and work in more complex areas of care.

Care receivers are provided with small teams of care staff and consideration is given to the skills of the staff team. Feedback to the Regulation Officer confirmed that care receivers and their families were provided with a stable staff team and emphasised that the service intended, where possible, that the same staff were rostered to provide support.

Staff are also provided with a wide range of further training opportunities, which includes vocational training in Health and Social Care at Levels 2 and 3. In excess of seventy five per cent of the staff team have completed this training and several staff progressing through. A Level 3 qualification, along with other key skills must be achieved to be considered as a senior care worker. All staff have completed competency based training in medication management as required by the Standards. The Standards relating to training were very well met.

The staff views of training, supervision and appraisals were very positive and indicated that the overall support provided by the management team was encouraging and inclusive. Staff said:

“The employer is caring, they’re good listeners and always supportive, the office has an open door where everyone can come in and ask for advice.”

“The Care Hub is a company that is staff orientated as well as client centred. This builds moral, loyalty, self-confidence and team spirit”.

“Supervision is done in a professional and timely manner.”

“I wasn’t sure what to expect as I was new to care, but it’s honestly been a great experience and I’m really loving it”

Family members had also noted that the management team are supportive to care staff and commented, “the carers get the support of the company and they’re not just left”, and another said, “they’re very professional and hugely responsive and we feel like the care team are well supported by the management”.

## **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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