



**Jersey Care  
Commission**

## **Summary Report**

**1<sup>st</sup> Choice Island Home Care Ltd**

**Home Care Service**

**Beach View**

**La Route De La Haule**

**St Peter**

**Jersey**

**JE3 7YD**

**22 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.

This was the first inspection of the service since becoming operational in March 2022.

The overall findings of this inspection were positive. The Regulation Officer was presented with evidence of a service that puts the needs of the care receivers and its staff members at the heart of the business. This is in keeping with the ethos of the service as highlighted in the Statement of Purpose.

The provision of care provided is safe, supportive, inclusive and co-produced by the care receivers and their families.

At the time of inspection, the service was primarily providing support to a range of care receivers in their own homes. This was for care receivers 60+, those requiring dementia care, autism, physical disabilities and mental illness.

The recruitment process follows good practice with a safe recruitment policy available to provide underpinning guidance.

The Registered Manager demonstrated knowledge of the process for notifying the Commission of incidences, or when there has been an authorisation of a Significant Restriction of Liberty (SRoL), for any of their care receivers.

There is evidence of a robust 'standards based' induction programme for new members of staff. A competency framework is utilised, this is signed off by the Registered Manager after a three-month deadline, which can be extended to six months if necessary.

A programme of mandatory training is provided. This initially includes sixteen modules, with policies to support areas such as moving and handling, medications etc. The Registered Manager reported that he aims to employ people that have a minimum of two years of care experience, to ensure that they are sufficiently skilled and competent to meet the needs of the care receivers.

Individual training needs are identified by the staff member and the Registered Manager. Care packages that staff members are supporting are taken into consideration when looking at targeted training needs.

Training is clearly recorded for all staff members including the Registered Manager. The Registered Manager has a matrix system in place which ensures he has oversight of staff training.

Staff are to be provided with an annual appraisal and they receive quarterly supervision, which has a restorative focus and is planned and recorded.

All care receivers have a holistic assessment of their needs completed by the Registered Manager, before the care package is agreed and implemented.

Care plans are person centred and always co-produced with the care receiver and their families if possible. They have a minimum review period of three months.

Care receivers and relatives were contacted to gather their views about the service. The feedback received was overwhelmingly positive; this was substantiated by the feedback received from staff and health care professionals. This evidenced that the care given promoted respect, honesty and inclusion of the care receivers.

The organisation has a complaints procedure which is explained to the care receivers during their assessment and introduction to the service. Complaints are considered and responded to by the Registered Manager. The Organisation's Statement of Purpose clearly sets out the initial complaint's procedure.

## 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](#).