



**Jersey Care
Commission**

INSPECTION REPORT

Adult Day Service, Le Geyt – Home Care

**Le Geyt Centre
La Grande Route de St Martin
Five Oaks
St Saviour
JE2 7GS**

29 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 following the inspection of the Adult Day Service, Le Geyt - Home Care service. The service was registered under the Regulation of Care (Jersey) Law 2014 on 12 November 2020. The service operates from offices located in the same building that provides a day service, also run by the same provider. The Registered Manager oversees both services which aims to support adults with any personal care and personal support needs relating to learning disability, autism and/or physical disability.

The service is currently providing a limited number of hours of personal care and support to a small number of care receivers, known to the service through its day care provision. The service has altered its remit since the last inspection, to only providing emergency respite care or to fill a gap in provision until a more permanent arrangement can be identified. The service has been successful at transferring several care receivers to existing providers since the last inspection in December 2021.

The care staff that support care receivers in the day care service are the same staff that operate in the home care service. This provides for continuity of care and staff that understand individual care receivers needs.

The aim of this service is to provide essential respite and support enabling more people with a learning disability, autism and/or associated conditions to live in the community. By providing this, the service also gives family/unpaid carers a break from their caring responsibilities. Central to this aim, this service promotes:

- Independence within the community
- Informed choice and decision making
- The creation of new opportunities for realistic life experiences

Registered Provider	Government of Jersey - Health and Community Services
Registered Manager	Lisa Neely
Regulated Activity	Home Care Service
Conditions of Registration	Maximum number of personal care/ personal support hours to be provided per week is 200 Age range of care receivers is 18 years and above Category of care provided is: Learning Disability Autism Physical disability
Dates of Inspection	29 November 2022
Times of Inspection	1pm to 1.45pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers using the service on the day of inspection	Restricted to protect the potential identity of care receivers

The Home Care Service is operated by Government of Jersey Health and Community Service and the Registered Manager is Lisa Neely.

The Statement of Purpose for this service remains reflective of the care and support provided to care receivers.

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 focus of this inspection was very limited, given the current number of hours of care provided by this service. Alongside this, this home care service provides emergency respite care, of which there was no provision being provided at the time of this inspection. The Regulation Officer was consequently unable to observe care being provided by this service. However, the Regulation Officer was satisfied that, as the care receivers were known to the day service of Le Geyt Centre, their individual needs were well known to the staff who provide regular care and support to the care receivers using this service.

The Registered Manager has purposely reduced the number of hours this service currently delivers by working with home care providers to transfer some of the care packages they were providing at the last inspection in December 2021. The intention of the Registered Manager is only to provide home care where it is absolutely necessary, and no other provider has capacity to do so. However, they will continue to work with other providers to take on any care packages they provide when they have capacity to do so.

The last inspection on 14 December 2021 highlighted three areas for improvement for this service. The Registered Provider actioned a plan to address these areas for improvement. The Regulation Officer was satisfied that these areas for improvement had been attended to by the Registered Provider and no new areas for improvement were identified during this inspection.

Staff for this home care service are provided from the existing day service at Le Geyt Centre and are therefore well known to the care receivers who access this service. The Registered Manager commented that some of the provision provided is emergency respite, and therefore, staff wellbeing is carefully managed to ensure that they do not work excessive hours and they can still deliver their primary day care service.

As with most of the care sector, maintaining adequate staffing levels has been a challenge for this service since the last inspection, with five new staff joining the existing staff team. The Regulation Officer spoke with several new staff members who each provided positive feedback about their induction and confirmed that the process equipped them with the necessary skills and knowledge to deliver care and support to this client group.

Safe recruitment practice has been observed by this service for new staff and enhanced criminal record checks are tracked and renewed every three years for existing staff. In relation to recruitment processes, the Registered Manager also confirmed that they have access to the Government of Jersey's Human Resource portal.

This service benefits from the comprehensive training provided as part of the day care service, with both mandatory and supplementary service specific training, such as Capacity and Self Determination, My Voice, Autism and Dementia training. This service also meets the requirement for at least 50% of staff having a Level 2 qualification in health and social care.

The safety of care receivers, given their particular vulnerability, is prioritised by this service. PPE continues to be used by staff and there are a range of policies and procedures in place to promote care receivers' safety and protection, such as health and safety, infection control, medication management and moving and handling.

The care and support plans viewed by the Regulation Officer reflected the needs of the care receivers, were person centred, had clear aims noted and are recorded electronically. The Regulation Officer evidenced that care receivers' support plans are regularly reviewed, either due to changing needs or periodic review. Care receivers and family members contribute to the care and support plans. Risk assessments were in place and were also regularly reviewed.

The Regulation Officer was assured by this inspection that this service has strong leadership, alongside a dedicated and passionate staff team who provide good quality care and support to care receivers.

The feedback from staff and a professional who has regular contact with this service was positive. The Regulation Officer noted that staff were enthusiastic about their work and expressed that they experience a sense of personal reward in their role in supporting these care receivers.

INSPECTION PROCESS

This inspection was announced and notice of the inspection visit was given to the Registered Manager several weeks before the visit; and was completed on the 29 November 2022. This was to ensure that the Registered Manager would be available during the visit and to confirm the service's infection prevention and control arrangements as the service was managed from Le Geyt Centre.

The Home Care Standards were referenced throughout the inspection.¹ This inspection focussed on the following lines of enquiry:

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

Prior to our inspection visit, all of the information held by the Commission about this service was reviewed, including the previous inspection report.

The Regulation Officer sought the views of managers and other staff and spoke to a professional who had regular contact with this service. Unfortunately, the Regulation Officer was unable to speak with any relatives of care receivers.

During the inspection, records including policies, care records and incidents were examined; however, no complaints have been received by this service since the last inspection in December 2021.

¹ The Home Care Standards can be accessed on the Commission's website at <https://carecommission.je/standards/>

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager and the two deputy managers.

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

INSPECTION FINDINGS

At the last inspection in December 2021, three areas for improvement were identified and an improvement plan was submitted to the Commission by the Registered Provider setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that all of the improvements had been made. The Regulation Officer evidenced that:

- The Registered Provider had appointed a representative to report monthly on the quality of care provided in line with the Commission's Home Care Standards and these monthly reports were viewed as part of the inspection.
- Care planning protocols have been refined and the Registered Manager has oversight of these plans with a clear delineation from the day care service.
- The Registered Manager had full access to the organisation's human resource portal in relation to recruitment processes and the service has a central training record for all staff.

There were no new areas for improvement identified during this inspection.

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.

This service uses the existing staff from its day care service. Safe recruitment practice was observed by this service in respect of the five new staff members who joined this service since its last inspection in May 2021. The Regulation Officer also evidenced that criminal record checks (Disclosure and Barring Service – DBS) were completed on existing staff members every three years.

The Registered Manager has access to the human resource portal of the organisation and is therefore able to view application forms and references as part of recruitment processes.

This service benefits from being a government agency, and consequently has access to wide ranging policies and procedures. A sample of these policies and procedures were inspected in detail as part of this inspection and were found to be clear, concise, factual and being actively used in this service.

Some care receivers require medication to be administered by staff or require specialist support that requires specific training. The Regulation Officer was assured that staff were appropriately trained in these areas and following policy and procedure to ensure care receiver safety.

This service has qualified staff to deliver in house training to staff in respect of the specialist moving and handling equipment used with care receivers. Following training, staff are signed off through observations from a qualified trainer as competent to provide this specialist care.

No notifiable events were made to the Commission since the last inspection in December 2021. The Regulation Officer made enquiries with the Registered Manager about this matter and was satisfied that there were no incidents, accidents or events that would have required notification to the Commission. No complaints have been made about this service since the last inspection.

All staff had completed first aid training, with evidence of this training being renewed every three years. In addition, all staff undertook Basic Life Support (BLS) training on an annual basis.

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>

The individual profile records of care receivers were viewed by the Regulation Officer. Various person-centred support plans were present, based on the individual needs of the care receiver. There was also evidence of regular review of these support plans, either due to this being needs led or a periodic review.

The Registered Manager confirmed that where possible, care receivers are supported to read or understand and participate in the support plans that are in place for them. This is an area of good practice.

This service recognises the importance of advocating for the people accessing support and care to empower and enable care receivers to have their voice heard, to be the best they can be, achieve their goals and reach their potential. An area of good practice in relation to this is the quality of risk assessments, which evidenced that careful thought is given to how to enhance care receivers' experiences of this service whilst on community-based activities.

Communication aids are used to assist in the exchange of information, with staff taking time to listen and respond in language that was concise, kind and in line with the communication needs of the care receiver.

The Registered Manager updated that they had just purchased the 'widget symbol' system, which will transform how they communicate with the majority of care receivers in the future.

Staff spoken to as part of this inspection provided the following comments about their role in this service:

'I really enjoy my work and do as much with the care receivers as we can. I feel the care receivers appreciate the support we provide them, and the families are happy with the service we provide'

Professionals spoken to as part of this inspection provided the following comments:

'It is with pleasure that I am able to report a high level of warmth and empathy shown by the team whilst providing support and engaging with a client whom I am case coordinator.'

'Due to the complexity of the client in respect of communication difficulties and severe Learning Disability, reasonable measures have always been taken to ensure he is integral to all aspects of his care / support.'

'There is much evidence of choices being offered and social inclusion being paramount to their day; the teams knowledge base helps support and validate choices offered as well as opportunities to spend time with friends. The high level of care needs required for person, is delivered with the upmost dignity and compassion.'

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.

This service operates a comprehensive induction process for new staff. Inductees are initially supernumerary to rostered staff, in order to shadow the care and support provided to care receivers and also to undertake the necessary mandatory and service specific training required to meet the needs of individual care receivers. Staff are also given ample time to familiarise themselves with the care receivers' individual profile records. The Registered Manager and her deputy managers ensure that an induction checklist is completed for all new staff members.

New staff members are assigned a more experienced staff member to act as their mentor, who supports them to understand their role as a keyworker. Inductions can last anywhere between one and four weeks dependent on the experience and qualifications of the individual.

The new staff members spoken as part of this inspection provided the following comments in relation to their induction:

'The team were really welcoming; I was given time to complete my training and I completed my induction checklist.'

'Due to previous experience, I was able to transfer my knowledge and skills, the induction was made personal to my needs, and we have an amazing support network here within the organisation which is received from all levels.'

'The staff team here have a wealth of knowledge with extensive experience which ensures new staff receive an in-depth shadowing/induction on commencement of employment.'

'The induction went well due to the time given to go through care receivers' files and to have observation time. I felt comfortable with my role once independence was given.'

This service keeps a central supervision log detailing when staff have received supervision, with the target to complete six supervisions per year. The Regulation Officer evidenced that this service had achieved a 92% success rate for this target, with staff illness preventing this target being fully achieved. Staff also have an appraisal process, which is updated every four months. This is an area of good practice.

Staff spoken with as part of this inspection provided the following comments in respect of supervision:

'We are in constant discussions surrounding all aspects surrounding supervision which entail the future of the service and my personal development.'

This service provides a high level of training for its staff, both mandatory and specific training to meet the needs of the care receivers. A central training record for all staff was seen by the Regulation Officer and evidenced that mandatory training had been completed and where refresher training was required, such as basic life support, infection control, medications management and fire safety this had been completed.

Policies are in place regarding the specialist training required by staff in relation to medication management and the use of specialist equipment. This includes a competency and sign-off procedure by a registered nurse.

Staff spoken at as part of this inspection provided the following comments in respect of the training they received:

'I have attended many training sessions through online and face to face which my manager is always supportive of. Training is bespoke to the individuals we support and to the needs of my personal / professional development.'

This service meets the requirement to have 50% of staff to have a certified level 2 qualification in adult care. Staff who have not yet completed this minimum training requirement have started or are near completion of the qualification.

This service undertakes training audits on a monthly basis to ensure that the training needs are met for staff to deliver the right care and support to care receivers. This is an area of good practice.

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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