



**Jersey Care  
Commission**

## **Summary Report**

**Family Nursing & Homecare**

**Child & Family Services**

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

**1, 30 November and 21 December 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.

There was evidence of systems in place to monitor, audit and review the quality of care within the service. It was positive to note that the findings from these systems were used to drive change and improvement for care receivers and/or staff.

There were also systems in place to ensure the safety of staff such as lone worker safety plans and a lone worker policy.

A review of a sample of staff files at inspection evidenced safe recruitment practices and that all staff are suitably qualified to carry out their role.

Feedback from care receivers and relatives provided evidence of person-centred and skilled care from appropriately trained staff. There were detailed assessments and care plans in place to support care delivery and evidence of collaborative working.

However, the Regulation Officer received feedback concerning lack of accessibility to the Health Visiting service, one care receiver commented that they were left without anyone to call in the late afternoon and over the weekend period. This is an area for improvement and will be highlighted further under the heading of 'care and support'.

There was evidence of an induction process for all staff, which included both organisational and service specific training. There was a blended approach to training with both face-to-face training and eLearning.

Staff feedback at inspection was variable in relation to regular management supervision. Although there was evidence of more regular safeguarding and clinical

supervision. This will remain an area for improvement and is discussed further under the heading of 'inspection findings', and 'training'.

## IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 6</p> <p><b>To be completed by:</b> six months from the date of inspection (21 June 2023).</p>	<p>The Provider must ensure consistency in accessibility to care within the service.</p> <hr/> <p><b>Response by registered provider:</b></p> <p>There is a national shortage of Health Visitors which is reflected in Jersey. Health Visiting is the only service where recruitment and retention is an issue. Whilst in England, many areas have continued with virtual contacts following Covid-19 to meet the demand, we returned to face to face contacts as a priority.</p> <p>Recruitment of Health Visitors is ongoing and we are currently exploring how to use the skill mix differently to maintain service provision.</p> <p>Health Visitor Duty was introduced in 2022 to provide a single point of contact for parents and professionals which helps free up other health visitors to carry out visits. Health Visiting Services nationally do not provide out of hours support, however, drop in clinics are held on Saturdays which are accessible. The purpose of which is for working parents and also an offer to any other family.</p>
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<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 3.14</p> <p><b>To be completed by:</b> three months from the date of inspection (21 March 2023).</p>	<p>The registered provider must ensure that all staff are given regular opportunities to discuss their role and identify any issues through formal supervision and appraisal.</p> <hr/> <p><b>Response by registered provider:</b></p> <p>We have reviewed Management Supervision data across the service. At the time of the inspection visit there was 93% compliance with quarterly management supervision within School Nursing, Children's Community Nursing Team and Baby Steps. The only service where there has been a</p>
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	reduction in management supervision is Health Visiting which is currently prioritising service delivery due to staffing resource. Safeguarding supervision continues to be prioritised for the Health Visiting Team.
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The full report can be accessed from [here](#).