



**Jersey Care
Commission**

Summary Report

Learning Disability Service – Home Care

Home Care Service

**Flat 6,
Le Clos Mourant
Marina Road
St Clement
JE2 6ER**

23 and 28 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.

There were systems in place to ensure the safety of staff and care receivers for example, in relation to the safe storage of medications within the care receiver's home. In addition, there were appropriate procedures in place to manage the finances of care receivers.

The Regulation Officer undertook a random review of the service's policies; two out of the four policies reviewed were out of date. Staff should not be working with policies that are out of date. This is an area for improvement.

There was evidence of person-centred care from discussions with staff and a review of a sample of care plans. It was apparent that staff members knew the individual care receivers very well and were attuned to and knowledgeable about their care needs. Relatives contacted provided positive feedback about the care given to their loved ones. There was also evidence of a variety of activities organised for the individual care receivers that took account of their individual needs and preferences.

Staff receive regular supervision sessions every other month, these are usually one to one sessions, at which training, and development needs are discussed. There are also annual staff appraisals.

There was evidence of a robust induction and training programme for all staff. There is a blended approach to staff training, with evidence of both online and face-to-face training.

Staff gave positive feedback about the support provided by management and were clear about their roles and responsibilities.

There were systems in place to audit the quality of the service provided such as monthly reporting and questionnaires.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 1.4</p> <p>To be completed by: 3 months from the date of inspection (28 February 2023).</p>	<p>All policies and procedures utilised by the service must be in date and updated within the stated review dates.</p> <p>Response by registered provider:</p> <p>The Government of Jersey are currently revising Government-wide employee-related policies that will be in place on Gov.je to allow for transparency. These policies are more user friendly than in the past, and Toolkits have been created and embedded within the policies to give staff more detailed guidance and support.</p> <p>Specific information regarding the roles involved in each policy and their responsibilities have been outlined, along with a useful glossary of terms and an emphasis on effective communication and employee wellbeing. Until a policy has been revised and launched onto Gov.je, it will remain accessible on the staff intranet and policies will be reviewed and revised often.</p> <p>Home Care/ Social Care specific policies will be updated and ratified within the Adult Social Care group and sent to the HCS Policies and Procedures Ratification Group for information.</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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