



**Jersey Care  
Commission**

## **Summary Report**

**New Horizons Support Services**

**Home Care Service**

**16/17 Burlington House  
St Saviours Road  
St Helier  
Jersey  
JE2 4LA**

**16 December 2022-  
4 January 2023**

## 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 overall findings of this inspection were positive. There was evidence that care receivers are provided with a provision of care that is well managed, planned, inclusive of their wishes and safe. The Registered Manager and Provider engaged fully in the inspection process, and all requests for information and records were fully met.

There was one area of improvement identified in the last inspection and the Regulation Officer followed up on this during the inspection. The area of improvement has been actioned by the Registered Manager and a process has been put in place to ensure that all staff receive annual appraisals.

Feedback from care receivers and their family members were sought by the Regulation Officer. They reported positive examples of good care and support from New Horizons. Most commented that the service is 'proactive' in their approach to their care giving, that they respond quickly to issues and that the communication is excellent.

The service offers a programme of mandatory training for staff in the induction period of employment and ongoing where required. Individual training needs are identified in response to the different care packages that the service supports. The induction also incorporates a competency framework which is followed by new members of staff, this is endorsed by senior members of the team once they are confident that the competencies have been met by the staff members.

There is a good management structure in place. The Registered Manager is available if needed by staff or care receivers during office hours, and there is an on-call system at any other time. There are clear lines of accountability, care receiver

feedback evidenced that they understand how to raise concerns about the care they receive or if they have any questions about the service.

The service's Statement of Purpose was provided to the Regulation Officer, this was reflective of the services that New Horizons currently provide. The last three-monthly quality monitoring reports were made available alongside other monitoring and review systems used by the service, including annual care receiver feedback surveys and incident reporting.

Consistency of care is essential to the service. Where possible, the same staff will provide support to the care receivers where they have built positive relationships. This is a key strength of the service.

The Regulation Officer reviewed the collection of policies and procedures utilised by the service. The policies are relevant to the activities of the business, they are up to date and easily accessible to staff members.

Staff retention in the service is good. Given the competing market, this is a strength. Staff are also known to return to work for the service when they have left to explore new opportunities.

The service evidenced safe recruitment and selection processes. Risk assessments are utilised if there is any additional risk identified with employees or care receivers.

## IMPROVEMENT PLAN

No areas of improvement were identified during this inspection and an Improvement Plan has not been issued.

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