

Inspection Feedback **Quality Assurance** **Report 2022**



JERSEY CARE

COMMISSION

The role of the Jersey Care Commission is to regulate and inspect a range of services for both adults and children; to provide the people of Jersey with assurance about the quality and reliability of health and social care services and the professional staff who work in these services.

We adopt a 'right touch' approach to regulation, only resorting to escalation and enforcement processes when necessary. Wherever possible, we work in partnership with providers and other agencies, identifying areas of good practice as well as areas of improvement.

INSPECTION

FEEDBACK

We value feedback from the regulated sector about all aspects of our work and particularly about the inspection process. In 2022 we carried out 106 inspections of regulated activity and asked for feedback after each inspection. We received 34 responses, from care homes and home care services.

In total we asked 14 questions designed to rate care home and home care services satisfaction across multiple aspects of the inspection process so that we can accurately gauge areas that are performing well, and areas for improvement.



2022 RESULTS

	Total Responses	Positive Responses	Percentage Positive
Did the inspector introduce themselves on arrival and explain the purpose of the visit?	34	34	100%
Did the inspector speak with staff/care receivers/relatives?	33	32	97%
Did the inspector speak with the manager of the service?	33	33	100%
How long did the inspection last? Was this long enough/too long/too short?	23	23	100%
Were any areas of concern noted by the inspector and discussed at the time? Were these findings reasonable?	22	21	95%
Did the inspector provide a summary of findings at the end of the inspection?	34	34	100%
Did the inspection report accurately reflect the discussions/summary during the visit?	33	32	97%
Was the inspection report well-written? Did it make sense?	33	32	97%
Were any areas for improvement identified? Were the timescales for improvement appropriate?	16	16	100%
What has been the impact of the inspection upon the service? Was the inspection process of benefit to the service?	32	32	100%
How can the inspection process be improved?	26		
Have you needed to contact the Commission outside of inspections? Has the Commission been helpful?	30	30	100%
Does the Commission have a high enough profile, and do you feel that people understand its role and function?	32		
Is there anything that the Commission could do to improve how it operates? Is there anything that we should do differently?	29		

ANALYSIS

When gauging responses, there are three key questions where we specifically ask about improvements in the inspection process and, more generally, in the work and profile of the Commission. This is to ensure we are continually working in partnership with providers and other agencies; here are some of the highlights. All improvement recommendations that respondents share will be considered.

Improvement recommendations

I think the JCC could engage with the carers more throughout the year not just inspection time. Some carer's feedback being regularly sought could give more eyes on the ground accounts to the JCC.

Spend more time with relatives and residents and staff. Maybe by planning focus groups post inspection?

Plan visits with staff and their families in advance of meeting the registered manager.

Twice a year or a formal visit to go through any queries we have face to face and to see we are doing things correctly as laws and requirements change often and we are not always told.

Perhaps an idea at the beginning of the year to advise on any themes that will be focussed on.





How can the inspection process be improved?

23%

Improvement
recommendations

19%

No improvements
suggested

58%

Positive
responses

26 responses were received. Of these 15 responses were positive about the inspection process, with a further five indicating there were no suggestions for improvements. Six responses made suggestions for how the inspection process could be improved, but none of these were negative about the current inspection process.

I felt the inspection was carried out very professionally. Both Residents and staff that the Regulation Officer spent time with offered positive feedback.

It's a well organised process -a testament to the Regulation Officer and her approach.

The inspection process is fair and provides valuable insight into how our services are functioning and what we can do to make improvements.

The team and I are happy with how the process was carried out. The Regulation Officer made all those that she spoke to feel at ease.

The focus on resident experience was exactly the correct approach.



Does the Commission have a high enough profile, and do you feel that people understand its role and function?

31%

Good within the sector

25%

Need improving

44%

Positive responses

32 responses to this question were received. Fourteen responses agreed the Commission's profile was high enough, and eight thought it needed to improve. Additionally a further ten felt the Commission's profile was good within the sector but needed to improve with the public.

No – definitely not this needs to improve.

I am not sure the public have a full understanding of the JCCs role however I do think the commission are making progress to raise their profile.

The Care Commission has a high profile for those involved in the Care sector. I believe everyone in this sector understands its role and function. Unsure if the general public would understand their role unless they had specific dealings.

In the care industry yes I do feel the profile is high, I would say that the general public may not have a full understanding of the commission and its role.

Within our organisation the Commission has a high profile, it sets the benchmark for ensuring that the standards are met.



Is there anything that the Commission could do to improve how it operates? Is there anything that we should do differently?

32%

Suggestions for improvements

68%

Nothing further

31 responses were received, 17 indicated there was nothing else the Commission needed to do differently or improve. Ten responses included suggestions for improvement providers would like to see. There was theme around better communication from the Commission, with frequent reference made to a desire to see more engagement events with providers.

The Commission could hold more events for service providers.

The Jersey Care Commission held a series of workshops during the developments of the JCC standards and the Home Care Agencies Statement of Purpose. Besides meeting their objectives, the workshops brought people together to communicate and share ideas.

I would like to see the Commission recognising and celebrating good practice/services. Publicity is always negative.

Continue with the personal approach as too many services now such as safeguarding and referrals you cannot discuss things or debate how to move forward or deal with a problem. Just filling a form in cannot get across the real issues and is no replacement for sharing of experiences or ideas.

The half day seminar held last year was a great opportunity to meet the Commission and the Inspectors as well as network with other providers.

For all questions we gave the opportunity for respondents to provide additional commentary and a selection of this feedback is included here.

Were any areas of concern noted by the inspector and discussed at the time? Were these findings reasonable?

- Yes, and I was given the opportunity to put any findings into context.
- Discussion on progress with improvements.
- The discussion was supportive, fair and objective.
- The inspector was very open and informative.

Did the inspector provide a summary of findings at the end of the inspection?

- The Inspector provided a summary, it was fair and I believe accurate.
- The Inspector was constructive and offered some useful advice.
- Yes, I received constructive advice and feedback during and at the end of the inspection.
- Yes a thorough summary was provided.

Did the inspection report accurately reflect the discussions/summary during the visit?

- The Regulation Officer has written a very reflective report of the Provider, the children and the staff. It was lovely to see so many positive comments from parents/professionals/staff within the report.
- The Inspection Report was a reasonable reflection of the discussion and summary given during his visit.
- Yes, there was a lot of areas covered and recorded on the report.

Was the inspection report well-written? Did it make sense?

- Yes and timely.
- Yes very well written.
- Yes – [The Regulation Officer] sent a copy of the report before it was loaded to the website and was receptive to a couple of changes I requested.

Were any areas for improvement identified? Were the timescales for improvement appropriate?

- Yes there was one area for improvement and timeframe to complete appropriate.
- We have two areas for improvements and timescale given is sufficient.
- Yes there was one area for improvement and timeframe to complete appropriate.
- Five improvement areas were identified with appropriate timeframes.

What has been the impact of the inspection upon the service? Was the inspection process of benefit to the service?

- Yes, I think it is a great tool to give independent assurance to our care receivers/family.
- The inspection had a positive impact on the whole team. We are all continuing to ensure that standards are met and maintained.
- Very good its nice to read the inspection report and find out how well the carers are appreciated. I got some good advice and suggestions to help the business and myself.
- I find that the inspections are collaborative and give constructive feedback which enables continual improvement of the service.
- The inspection was well received by the staff, it is seen as an opportunity to improve and develop services and a validation of the support already in place.

Have you needed to contact the Commission outside of inspections? Has the Commission been helpful?

- I have made contact and have always found everyone very helpful.
- I have had to contact the Care Commission on several occasions for advice. Exceptionally helpful and reassuring that I was following correct procedures.
- I have a good rapport with the Regulation Officer and have spoken to them for advice on several occasions. This has always been helpful.

INSPECTION FEEDBACK Quality Assurance 2022

The Jersey Care Commission adopts a 'right touch' approach to regulation, only resorting to escalation and enforcement processes when necessary. Wherever possible, we work in partnership with providers and other agencies, identifying areas of good practice as well as areas of improvement. We value feedback from the regulated sector about all aspects of our work and particularly about the inspection process. This year's feedback focussed on 6 key areas.

In 2022 we carried out 106 inspections of regulated activity and asked for feedback after each inspection.

106
inspections

34
responses

10
from home
care services

99%
positive
response

21
from care
homes



1. Inspection Reception

The response to the inspection carried out was positive with respondents noting the professional, constructive and informative nature of the inspector.

The team and I are happy with how the process was carried out. The Regulation Officer made all those that she spoke to feel at ease.

I felt the inspection was carried out very professionally. Both Residents and staff that the Regulation Officer spent time with offered positive feedback.



2. Inspection Reports

The resulting reports from the inspections were noted as being fair, constructive and providing valuable insight.

I find that the inspections are collaborative and give constructive feedback which enables continual improvement of the service.

The inspection process is fair and provides valuable insight into how our services are functioning and what we can do to make improvements.



3. Staff Motivation

Several respondents noted the positive impact the results of the inspection reports had on the whole team who felt motivated and valued by the inspector.

Very good, its nice to read the inspection report and find out how well the carers are appreciated. I got some good advice and suggestions to help the business and myself.

The inspection had a positive impact on the whole team. We are all continuing to ensure that standards are met and maintained.



4. Helpful Support

Outside of inspections, when respondents had a need to contact the Commission they had a positive experience.

I have had to contact the Care Commission on several occasions for advice. Exceptionally helpful and reassuring that I was following correct procedures.

I have a good rapport with the Regulation Officer and have spoken to them for advice on several occasions. This has always been helpful.



5. Engagement

A common theme that was expressed by respondents was that they would like to see the Commission have more engagement with providers, carers and the general public.

I think the JCC could engage with the carers more throughout the year not just inspection time. Some carer's feedback being regularly sought could give more eyes on the ground accounts to the JCC.

The inspection process is fair and provides valuable insight into how our services are functioning and what we can do to make improvements.



6. Awareness

It was generally felt that there was not enough awareness and understanding of what the regulator does by the general public and this should be improved.

In the care industry yes I do feel the profile is high, I would say that the general public may not have a full understanding of the commission and its role.

I am not sure the public have a full understanding of the JCCs role however I do think the commission are making progress to raise their profile.