



**Jersey Care
Commission**

INSPECTION REPORT

Centrepont Trust

Home Care Service

**Le Hurel, La Pouquelaye
St Helier, JE2 3FU**

7 March 2023

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 on the inspection of Centrepoint Trust Home Care Service. The service is situated in the Parish of St Helier but delivers a home care service across the island.

This service's primary registration is for delivering Specialist Short Breaks for children with complex needs at a Tier 3 level; relating to children that cannot access universal or targeted provisions due to their needs. Specialist Short Breaks are designed to provide opportunities for children with complex needs to participate in a range of fun activities, to develop their independence, emotional resilience, and confidence. Short Breaks also help parents and carers to have a break from their caring responsibilities.

Typically, a short break session will be for three hours and is delivered by a care worker, however dependent on need the ratio of care workers can be increased. The number of sessions accessed are dependent on an assessed need of the child by a social worker.

Regulated Activity	Home care service
Conditions of Registration	<p><u>Mandatory</u></p> <p>Type of care: personal care and personal support</p> <p>Category of care: Children and Young people (0 to 18)</p> <p>Maximum number of care receivers: Limited to 2250 hours of care</p> <p>Age range of care receivers: 0 to 12 years old</p> <p><u>Discretionary</u></p> <p>The Registered Manager must complete a Level 5 Diploma in Leadership in Health and Social Care by 8 September 2025.</p>
Dates of Inspection	7 March 2023
Times of Inspection	10am to 2.15pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers using the service on the day of the inspection	Ten

Centrepoint Trust operates this home care service, and the Registered Manager is Graeme Fitchett. This service was initially registered with the Commission on 7 September 2022.

The Regulation Officer discussed the discretionary condition on the service's registration with the Registered Manager, who confirmed that he is on track to complete a level 5 Diploma in Leadership in Health and Social Care.

This is the first inspection for this home care service. The Commission received an application on 29 December 2022 from the Registered Provider to vary a condition on the service's registration. This was to increase the age range of the children they provide service to by one year to twelve years of age. The Commission received a revised Statement of Purpose as part of this request, with the Commission approving this variation request the same day.

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.

This inspection was carried out by two regulation officers, who met with the Practice and Deputy Practice Managers on the day of the inspection.

This Home Care service provides personal care and support to a small cohort of children and their families via a small staff team of care workers. However, there are plans to expand this service in the coming months, with this dependent on staff recruitment.

This service benefits from being part of a large well-known organisation and has established governance, policies, and procedures. The regulation officers noted that these were comprehensive. The employee handbook was thorough and informative for both new and existing staff. This is an area of good practice.

The regulation officers reviewed the dedicated business plan for this service which was incorporated into the wider organisation's business plan for 2022-2023. Clear aims for this service were identified, how they were going to be achieved, and what barriers the service needed to overcome, such as recruitment, in order to achieve its goals.

The regulation officers viewed the personal care files of children accessing this service. These were found to be comprehensive, and person centred. They would likely provide a thorough overview of the needs of each child, how care will be delivered, and how any risks to the child or care worker would be mitigated. This is an area of good practice.

Referrals to this service come directly from children's social work or the Early Help service. The regulation officers explored this process and were satisfied that this service undertakes an adequate preparation period before delivering a service to children with additional needs.

This service works closely with parents and carers to ensure that all relevant information known about their child/ren is shared with the service to co-produce comprehensive care and risk management plans. As part of this process, parents/carers sign off these documents. This is an area of good practice. Key service policies are also shared with parents as part of an induction pack.

The welcome and induction procedure for children and their families to this service is a bespoke process. It reflects the needs and communication preferences of the child/ren accessing the service.

The service records feedback received from families and children and maintains a complaints and compliments log. Feedback provided to the Regulation Officer from families accessing this service was positive, with one relative describing it as, *'absolutely invaluable and has made a huge difference to our family.'*

Safe recruitment practice is evident in this service; there is an induction procedure for new staff, training needs are identified, and records are maintained and updated. Staff spoken to reported that they received supervision regularly and that they felt well-supported by the line manager.

The service was not fully aware of the notifiable events procedure of the Commission. Upon exploration by the regulation officers, only two incidents required notification to the Commission, and these had happened in the three days before the inspection. These notifications were made on the day of the inspection. The regulation officers were satisfied that this service now understands its obligation regarding notifiable events.

INSPECTION PROCESS

This inspection was completed on 7 March 2023. It was an announced inspection. The reasons for this were that this was the first time this service had been inspected, and it was essential to ensure that senior staff members would be available during the inspection visit.

The Home Care Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Management of the service**
- **Care and support**
- **Choice and safety**

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

The Regulation Officer sought the views of the parents/carers who use the service and contacted two relatives of the children who access this service. Managerial and other staff were also spoken to on the day of the inspection.

The views of one professional were also obtained as part of the inspection process.

Records, including policies, care records, incidents, and complaints, were examined during the inspection.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Practice and Deputy Practice Managers. The Registered Manager was spoken to on the phone on 23 March 2023, where feedback on the inspection was provided.

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

¹ The Home Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.ie/Standards/>

INSPECTION FINDINGS

This is the first inspection for this service.

Management of the service

The Standards outline the Provider's responsibility to ensure that where people stay is right for them and safe. There will be a management structure in place, with an integrated organisational and governance framework, which is appropriate to the needs, size and complexity of the service.

The regulation officers evidenced a comprehensive suite of policies and procedures for this service, some specifically concerning the home care service, for example:

- Lone working policy
- In home family care privacy policy
- In home care eating policy (including allergens)
- Infection control policy
- Intimate care policy

A service development plan was made available to the regulation officers as part of this inspection. The Practice Manager reported that the service's development aims depend on staff recruitment and retention, adding that they currently have more referrals than staff capacity.

This service operates a complaint and compliments log. One complaint has been received since this service was first registered with the Commission in September 2022. The regulation officers were satisfied that the service successfully handled this complaint and that human resources procedures were followed. This is a good area of practice.

The internal monthly reports for this service were satisfactory. There was evidence of audit activity, reference to where the service was meeting the Home Care Standards, feedback from parents/carers and policy/procedure development.

Training records and details of criminal records checks were made available to the regulation officers. The dates associated with refresher training were also recorded. All staff had completed mandatory training and where specialist training was required, these were recorded. This is an area of good practice.

This service has a policy regarding the supervision and appraisal of staff. There was evidence of regular supervision in this service and the staff spoken to felt well supported, that they were listened to and that management support and advice were readily available to them.

The regulation officers explored the induction of new staff. New staff undertake the following process:

- Tour of the premises and meet and greet of colleagues
- Time to read and sign off all policies and procedures
- A training record is completed and outstanding training needs are identified
- Appropriate matching takes place between the child/ren and the care worker
- An introduction process is undertaken with the child/ren and their family
- Shadowing opportunities are offered
- A competency assessment of the new care worker is undertaken.

The Practice Manager expressed that staff only commence the provision of care and support when they express they have the confidence to do so.

Care and support

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.

Referrals to this service primarily come from social workers, who have assessed children's' needs as requiring a specialist short break session with a ratio of at least one to one instead of accessing universal or targeted provisions.

Children and their families are provided with a welcome pack by this service during the preparation stage of delivering a package of care, which includes:

- The parental contract
- Sample care and risk assessment plans
- A welcome/introduction document completed with the child in a format they can understand
- Details of the service's values
- Key policies
- One-page profile of the matched care worker.

The one-page profile provided limited personal and professional information about the care worker matched to the child/ren and their family. The Practice Manager reported that they had had good feedback from parents/carers regarding this particular document.

Preparation work for the delivery of care packages is bespoke and depends on the complexity of the child's needs. An example of preparation work undertaken for one child was shared with the regulation officers. It evidenced extensive planning, information gathering, meetings with parents/carers and professionals to co-produce collaborative care plans. This is an area of good practice.

The parental contract is a comprehensive document that helps this service to build on the information received as part of the referral and provides an opportunity for parents/carers to share detailed knowledge of the care needs of their child. The document also sets out the terms and conditions of the service and details of the way the service handles the child and their families personal data. This is an area of good practice.

The regulation officers audited a sample children's care records. It was positive to note that the documentation was thorough and contained detailed information about the children's needs and how the care worker would meet these. Risks were also clearly identified, and plans were implemented to manage or mitigate these.

Care workers could describe how they develop positive social interactions between a child, themselves, and others to enable a child to access fun activities and build confidence and independence. Staff spoke with warmth, respect, and passion about their role in the lives of the families they work with.

This service strongly emphasizes feedback to ensure that children and their families are getting the proper support and care. The regulation officers noted the following comments from parents/carers:

The home support provided by this service *'has made such a difference to the XXXX development, the opportunities I can offer them and to my health and well-being.'*

Regarding their child, one parent commented that they are *'benefitting well as we can go on nice trips and playgroups without a struggle.'*

'The practical hands on help is making such a difference, enabling us to get out and about and for the XXXX to have lovely experiences.'

'I feel XXXX is a really good fit for our Family, the XXXX instantly struck a really lovely relationship with XXXX.'

'I cannot fault the support provided by Centrepont, the support worker is so normal, non-judgmental and they have made a huge difference to our family.'

Feedback from a professional who has made a referral to this service made the following comment:

'When Centrepont have worked with the family, I understand they are flexible, kind and caring, a good support, and a much-needed service.'

Choice and safety

The Standards outline the Provider's responsibility to ensure that people will feel safe and are kept safe. People will be supported, enabled and empowered to be as independent and autonomous as practicable. People's rights will be supported and protected.

The regulation officer noted an 'All About Me' document in the care records of children. This provided the regulation officers with assurances that the children's wishes, feelings, likes and dislikes would be respected and that they were afforded choice. This is an area of good practice.

The Practice Manager reported that 'Children are at the heart of everything we do,' adding that they proactively promote the UNCHR Rights of Child, which the regulation officers noted were detailed in their Statement of Purpose. This service also has a well-established set of values which are evident throughout the documentation the regulations officers reviewed.

Environmental risk assessments are completed as part of the preparation process for the delivery of care and support to children in their homes. For example, risk assessments were associated with ensuring that any equipment used is safe and serviced (where necessary and in line with relevant schedules) or that fire alarms are working correctly.

For every specialist short break session delivered, the regulation officers noted an extensive recording of the care provided; what activities were undertaken; how risk was mitigated or managed, and if any actions were required as a result of the session. This is an area of good practice.

The Practice Manager reported that as part of the commissioning arrangement, they must provide a detailed report to the referring social worker every three months on the care and support delivered to children accessing this service.

This provides a level of oversight to ensure that the care delivered is of high quality and also where safeguarding concerns or complaints have been raised, these have been satisfactorily dealt with.

The Practice Manager reported that they undertake regular unannounced care planning compliance visits as part of their quality assurance audit. These are based on the complexity of the care being delivered and a risk assessment. They are initially undertaken weekly for new packages of care, before agreeing through supervision, when these will occur monthly. The outcomes of these compliance visits are recorded on the sessional log, actions are completed and the referring social worker is updated where necessary. This is an area of good practice.

Safe recruitment practice was evident in this service. The Practice Manager is part of the shortlisting and interview team and can access references and criminal record checks. No newly appointed staff member can start their role in this service until satisfactory references are in place and a criminal record check has been undertaken.

A comprehensive emergency contact document was evident in all the care records of children. These emergency contacts are also programmed into care staff's mobile phones to ensure that emergencies can be responded to quickly.

Carer workers in this service use their own transport when providing care and support to children. This service ensures that all staff who provide direct care and support have adequate business use insurance for their vehicles. 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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