

Inspection Review

Themes and good practice identified
from our inspection work in 2022

May 2023



**Jersey Care
Commission**

Themes and good practice identified from the 2022 inspection programme



Introduction

In 2022 we undertook 106 inspections, using the appropriate Standards for the type of organisation being inspected. Our work focused on three key lines of enquiry:

- Safety
- Care and support
- Training

In checking compliance against Standards and Regulations, the inspection reports set out observations on good practice and areas for improvement.

Inspectors focus on the Standards; therefore, the headlines are often about areas of improvement and where Standards still need to be met. We have reviewed our inspection reports to see what the 2022 programme told us about the

sector. This paper highlights the exceptional care provided, and the social care sector's positive impact on islanders' lives in Jersey.

Looking back over the year, we see good practice 'themes' emerging. These are enablers of high-quality provision of care. As such, they are good habits to get into to help meet the Standards and Regulations.

The themes are relevant to all care sectors, but not all the examples will apply across the board. However, the best performing providers will be able to demonstrate good practice in each theme area. Importantly, they can provide clear evidence that the good practice is well established and helps the care provider meet its objectives and Statement of Purpose.

conducted
106
inspections



Themes



Empowering care receivers and their families

- Care plans are detailed, reflective of the needs of care receivers and considerate of individual wishes, preferences, and communication styles. They demonstrate a 'can do' approach that supports the care receivers' independence skills
- Where appropriate, relatives are consulted and 'sign off' care plans
- Care receivers influence how often their care plans are reviewed and how often they are asked for feedback on service provision
- The needs of the current care receivers are considered alongside any plan to admit new residents
- Where helpful, care receivers have photos that identify which staff will visit them at home or look after them, for example, in respite care. This can be reassuring and help orientate care receivers



Being proactive and working in partnership

- Before assessing a care receiver, the provider seeks to work with the referring agency and promotes joint assessments where relevant
- Policies, such as cash handling, have been developed in partnership with other agencies involved with care receivers for continuity and consistency
- Work has been undertaken in conjunction with the Ambulance Service on an approach to preventing and managing fall events
- Daily records of care include information on collaborative working with other professionals
- The provider asks for feedback from external professionals on how to improve partnership working every six months



Information sharing and communication

- ▶ Notes from residents' meetings are given to all residents, which has helped relatives to talk with their family members about the discussions
- ▶ Detailed information about the care receiver's preferences and any 'triggers', where relevant, are recorded in one accessible folder. This can be referred to by all care staff and other professionals involved with the care receiver
- ▶ Providers ensure their Statement of Purpose is accessible through posters and guides for care receivers and their families. These include where to turn to for help
- ▶ Care receivers know if a home care visit will be delayed or if a different carer will attend and why
- ▶ Communication books include pictures of care receivers undertaking activities. These stay with the care receivers, but there is a second copy in case the primary book is lost or damaged
- ▶ Pictorial reference boards prompt care receivers about their day and the activities they will be engaged in



Inviting feedback and capturing learning

- ▶ Satisfaction surveys are designed for care receivers and use a number and a visual scoring system to capture all views
- ▶ Care receivers are supported in developing negotiating skills to help them make a case to change things
- ▶ Surveys are undertaken, and coffee mornings are held with family members to seek feedback on how services could improve
- ▶ Details of even informal, successfully resolved complaints are logged and analysed to identify patterns or themes
- ▶ Care needs assessments and Care plans identify the competencies staff need now and in the future to inform training, development and recruitment plans
- ▶ Good practice and staff achievement are recognised and celebrated, including through nomination by fellow staff and other professionals



Independent review and external support

- ▶ Quality Assurance reports show commitment to improvement, with ambitious learning and development objectives supported by engagement with an external professional
- ▶ Plans are in place to increase the independence of Quality Assurance reports by working with another provider, including peer review
- ▶ Quality Assurance reports and staff meetings focus on what support staff need. For example, external professionals might provide support with Health and Safety legislation or the Capacity and Self Determination Law
- ▶ Staff are offered monthly clinical supervision with an independent counsellor
- ▶ Monthly reports include key clinical indicators like pressure ulcers, infections, weight and accident management. External auditors carry out a three-monthly audit
- ▶ Unannounced 'spot checks' are carried out periodically to confirm that care receivers are happy / care and support are being provided as planned