



**Jersey Care
Commission**

SUMMARY REPORT

Centrepont Trust

Home Care Service

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

7 March 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.

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.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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