



**Jersey Care
Commission**

INSPECTION REPORT

RJ Response Services Limited

Home Care Service

**Roslyn Farm
Rue de Douet
St Ouen
JE3 2HN**

16 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 of the inspection of RJ Response. The service provides a 24-hour call out service activated through a pendant system. The care team provide first response and first aid or arrange a more suitable response. Ongoing support is provided with welfare checks, practical, social or personal care. The service became registered with the Commission 15 December 2020.

Regulated Activity	Home care service
Conditions of Registration	<u>Mandatory</u> Type of care: personal care, personal support Category of care: adult 60+, dementia care, mental health Maximum number of personal care hours: 100 hours per week Age range of care receivers: 18 years and above <u>Discretionary</u> None
Date of Inspection	16 March 2023
Time of Inspection	10:00am – 2:20pm
Type of Inspection	Announced

Number of areas for improvement	None
Number of care receivers using the service on the day of the inspection	210

The Home Care Service is operated by RJ Response Services Limited and the Registered Manager is Jonathan Mauger.

Since the last inspection on 18 May 2022, the Commission received an updated copy of the service's Statement of Purpose. This was submitted on request following changes in staffing.

There had been no variations to the service's conditions of registration since the previous inspection.

SUMMARY OF INSPECTION FINDINGS

The following is a summary of what was found during this inspection. Further information about our findings is contained in the main body of this report.

The findings from the inspection were positive. RJ Response has a clear organisational structure. Staff have clearly defined roles and responsibilities. Staffing levels are appropriate. A robust recruitment process, appropriate policies and procedures and ongoing staff support, and training are all in place and support the organisation's governance arrangements.

The responsive 24-hour Global Positioning System (GPS) Tracker alarm pendant service, welfare check, and practical and social support help care receivers regain and maintain independent living. Categories of care have been expanded to reflect this.

Care records were clear and comprehensive. The use of technology ensures easy access to up-to-date information.

Feedback from a range of sources was positive. It illustrated responsive and supportive practices.

The service meets the Home Care Standards that were reviewed as part of this inspection.

INSPECTION PROCESS

This inspection was announced and was completed on 16 March 2023. Notice was given on 23 February 2023 and the date was agreed upon to ensure the Registered Manager was present. No concerns had been raised during the preparatory inspection work that would justify an unannounced inspection in the absence of the Registered Manager.

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 the inspection visit, all of the information held by the Commission about this service was reviewed, including the previous inspection reports, notifications of incidents and any correspondence regarding the care provider.

During the inspection, the Regulation Officer spoke with the Registered Partner, Registered Manager and Deputy Manager. All staff engaged fully in the inspection process and ensured that all requests for information and records were fully met. Documentation was examined, which included policies, care records, staff files and training records.

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

At the conclusion of the inspection day, the Regulation Officer provided verbal feedback to the Registered Manager and Deputy Manager.

Following the inspection day, the Regulation Officer sought the views from a care receiver, four relatives of care receivers, one care worker and two other professionals by telephone. There was also email correspondence with the Registered Manager as part of the inspection process.

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

INSPECTION FINDINGS

At the last inspection, no areas for improvement were identified that require follow up on this visit.

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.

RJ Response's organisational structure consists of a Registered Manager, a Deputy Manager, a First Aider/First Responder and three care workers, with another in the recruitment process. A member of staff is on call as a First Aider, 24 hours a day 7 days a week. Staff have clearly defined roles and responsibilities. Staffing levels are appropriate.

The Regulation Officer explored the recruitment process. There was clear evidence that, prior to a new staff member commencing employment, that a file is created which contains a completed application form, and that two references are sourced,

and a Disclosure and Barring Services (DBS) check is completed. The process was robust and met Standard 3.6 of the Home Care Services Standards.

Following recruitment, staff receive a copy of The Code of Practice (Government of Jersey 2019). Staff are given access to the policy and procedure folder and are then required to record if they have read and understood it. The folder includes policies and procedures on a wide range of topics which include: health and safety; manual handling; disciplinary and grievance; equality and diversity, and medications. This met the requirement of Standard 1.4 and appendix 2 of the Home Care Services Standards. During the inspection, review dates for policies and procedures were discussed with the Registered Manager. The Regulation Officer was satisfied that there is a clear review plan.

All staff undertake in-person training yearly on manual handling, basic life support and a three-yearly Capacity and Self Determination (Jersey) Law 2016 check.

Online training is undertaken on a variety of topics that exceed the requirements set out in Standard 3.11, 6.3 and appendix 6 of the Home Care Services Standards.

The Regulation Officer saw the service's monthly reports. These meet Standard 9.4 of the Home Care Services Standards.

Care and support

<p>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.</p>

RJ Response offers a 24-hour Global Positioning System (GPS) Tracker alarm pendant service. When pressed, this allows care receivers to immediately speak with a first responder trained member of staff, who can come to assist immediately or arrange a suitable response. It can be activated when the care receivers are in their own homes or anywhere on the island and a geo-fence can be set up to activate a pendant if the receiver goes outside of a pre-agreed range of their home or care

home. The pendant can also be 'pinged' to help locate clients. The service offers monthly welfare checks, home care with washing and dressing, support with meal preparation, prompt with taking medications and companionship. Care receivers can also be supported with food shopping or undertaking leisure activities. The service ethos is to regain and maintain independence.

During the inspection, the Registered Partner, Registered Manager and Deputy Manager spoke of their commitment to enabling care receivers' independence ensuring care is individualised and respectful. All care receivers are given written information explaining the organisation's services, referral process, values, data sharing and terms and conditions. This written information and feedback, given to the Regulation Officer evidenced the team's commitment. This meets Standards 1.3 and 5.2 of the Home Care Services Standards.

The Registered Manager and Deputy Manager described the process of receiving a referral through the initial assessment, to commencing support. The process was clear and represented a person-centred and compassionate approach in supporting care receivers and their families. The process was evidenced in care records and by feedback from a care worker after the inspection. It met Standard 2.1 of the Home Care Services Standards.

Care records are accessed on a mobile phone or iPad through the 'Careline' application. The records show the care receiver's demographics, medical conditions, care plan and risk assessment. Care records are updated by staff at each contact. Care receivers can access their records and a family member can access them with their permission. The records were clear and comprehensive 'Careline' enables easy access to up-to-date information. This met Standard 2.6 of the Home Care Services Standards.

The Regulation Officer saw evidence that care plans were clear. Care plans are reviewed six monthly or if there is a change in the care receiver's condition. Risk assessments were clear, updated and usable.

As part of the inspection process, the conditions under which the service has been registered were discussed with the Register Manager. The service was registered to deliver care in the categories of adult 60+, dementia care and mental health. It was agreed to add physical disabilities to the care categories. A new Statement of Purpose was submitted to the Commission to represent this.

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 explored how the service supports care receivers who have been assessed as not the having capacity to make decisions about how they are supported. It was explained that capacity assessments were undertaken by a GP or a social worker and that RJ Response staff attended best interest meetings when appropriate. The practice was collaborative and this was evidenced in care receivers' records and feedback from a social care professional. This meets standard 6.5 of the Home Care Services Standards.

The Registered Manager and Deputy Manager clearly understood the importance of working within the scope of their practice. The Regulation Officer saw evidence of a framework used for all care staff that clearly outlines the expectations and limitations of the role. The document includes the topics person-centred care, communication, learning and development and professionalism. This met Standard 6.4 of the Home Care Services Standards.

RJ Response Service makes use of technology to reduce the risks associated with lone working. The technology logs the date and time staff arrive and leave a care receiver's home. The process is supported by an organisational policy and procedure to which all staff have access to.

The service demonstrated support for staff through clear lines of escalation of any issues. The use of a variety of methods to communicate; face-to-face, phone,

'Careline' and email. Regular staff supervision takes place. The team support was highlighted by staff on the day of the inspection and a care worker's feedback after the inspection. This meets Standard 3.14 of the Home Care Services Standards.

The Commission had received three notifications from the service since the last inspection. Two were related to a care receiver falling. The notifications described a clear and appropriate initial response, assessment, and follow-up actions. The third was related to a notification to a care receiver that the care package they were receiving would be terminated. There was a clear rationale for the decision and the care receiver was informed in writing with one month's notice. Notifying the Commission of such incidents and events meets Standard 4.3 and appendix 7 of the Home Care Services Standards.

Feedback from a care receiver was positive:

"It is very good it is a great help. My care is planned, but they adjust to my changing health changes."

Feedback from care receivers' relatives, was mainly positive:

"They are great and I would recommend them to anyone."

"They are brilliant. We started with the pendant alerts, I called them out several times and they responded quickly. Now coming sitting giving social support."

"It has made a big difference that someone does practical support and some personal care. Communication, is good, a monthly diary of when they come. If I email or text and quick response."

The Regulation Officer asked a care receiver and two care receivers' relatives if the staff kept their relative at the heart of the care and support that was being delivered. In both cases, the answer was yes.

One relative stated that overall, *"They are good and I value the support they offer."* They further explained that sometimes communication is less good, although they

stated they thought they could approach the team about this and felt they would respond positively.

Two relatives spoke of being aware that, if their relative's condition deteriorated, they may need different care from the care RJ Response provides. Therefore, they know their relative may have to change care providers or consider a home care placement. In both cases, the individuals stated that RJ Response staff had been clear at the initial assessment of what services they could and could not provide and that this has been helpful.

Feedback from employees was positive:

“Very accommodating. They [senior members of the team] are at the end of the phone. I can always call and talk with them if I am worried.”

Feedback from other professionals was positive:

A Senior Support Worker who works alongside the RJ Response team to support a care receiver's needs provided positive feedback. The professional spoke of the team having a welcoming, open, problem-focused approach balanced with the team working within their boundaries. They also shared how the skill mix of the team resulted in them being comfortable to work with a variety professionals.

Staff from another home care service explained the systems of communication were good with RJ Response. *“Any changes we need to discuss we, just pick up the phone to them.” If a care receiver's care transfers to our service, it is straightforward, with care receivers needs always coming first.”*

“Really good working relationship, they think outside the box. They make my job easier.”

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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