



**Jersey Care  
Commission**

## **Summary Report**

**Serene Care Jersey Limited**

**Home Care Service**

**St Andrews Church  
St Andrews Park  
First Tower  
St Helier  
JE2 3QP**

**7 June 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.

Care receivers, their relatives, and health professionals hold the home care service in high regard. The Registered Manager and care staff displayed knowledge and compassion toward care receivers and their circumstances. The service is committed to providing a bespoke individualised care package, and care receivers said they benefitted from a small dedicated staff team which they liked. The ethos of involving care receivers and their relatives is at the heart of the service, and they are encouraged to be involved in how their care needs are to be met and have input into their care planning arrangements.

Samples of care records showed assessments had been completed and families had been involved in the consultation process. Personal plans were detailed and supplemented with photographs to help care workers understand how care receivers want to be supported. Quality assurance checks are in place, and the review process seeks feedback from care receivers and their families on the care and support they receive. Complaints are handled appropriately, and records are maintained. The Registered Manager facilitates support from relevant health professionals to promote and maintain care receivers' health and well-being.

Staff are recruited safely, and they said they felt supported by the Registered Manager and received regular supervision, which helped them in their roles. They described feeling appreciated by their manager and told the Regulation Officer that it was an excellent team to work in. Staff said they frequently worked with the same care receivers, which they valued, and they knew about their needs.

The areas for improvement arising from this inspection include implementing a system to monitor compliance with the registration conditions, providing first aid training, and for staff to have annual appraisals.

## IMPROVEMENT PLAN

There were three areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Article 13 Regulation of Care (Jersey) Law 2014</p> <p>Regulation 3 (1)(g)</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>The Registered Provider must devise a system to monitor the weekly maximum care hours that are provided.</p> <p><b>Response of Registered Provider:</b> Our online system Care Planner provides a feature which details the amount of hours provided as a statistic. We have activated this feature and, moving forwards, we will be including a statistical report of the hours provided each week in our monthly report paperwork.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 3.14</p> <p><b>To be completed by:</b> within 2 months from the date of inspection (7 August 2023).</p>	<p>The Registered Provider will ensure that all care workers receive an annual appraisal.</p> <p><b>Response of Registered Provider:</b> Staff who have been with us over a year have received their annual appraisal since the inspection. This paperwork is now integrated into the company.</p>
<p><b>Area for Improvement 3</b></p> <p><b>Ref:</b> Standard 4.3, 6.3</p> <p><b>To be completed by:</b> within 2 months from the date of inspection (7 August 2023)</p>	<p>The Registered Person will ensure that care workers are provided with training in emergency first aid procedures.</p> <p><b>Response of Registered Provider:</b> This improvement area relates to ensuring that each staff member undertakes local, in person, emergency first aid training. At the time of inspection, every staff member did have a type first aid training on their file, however some of these were online courses. Since the inspection we have commenced booking training sessions for staff members, with the view of ensuring every staff member has been enrolled in in-person training. At the time of writing, 2 staff have completed their training, 4 staff are booked to attend a training session within the next two weeks, and dates for the remaining staff are being confirmed.</p>

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