



**Jersey Care
Commission**

Summary Report

1-2-1 Care Limited

Home Care Service

**Second Floor
JEC Powerhouse Building
Queen's Road
St Helier
JE2 3AP**

19 September 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.

According to their Statement of Purpose, 1-2-1 Care Limited is a well-established home care service, employing "professional, caring, experienced and well-trained Care Assistants to provide home care". They "continually strive to improve its service by relying on input and feedback from its employees and care receivers".

A clear management structure comprises the Registered Manager and Deputy Manager overseeing a team of carers. Unannounced spot checks of all staff are completed monthly by the management team to ensure safe care is taking place. This is an area of good practice.

1-2-1 Care Limited operates a twenty-four hour on-call service for emergencies through the management team. This covers weekends, bank holidays and out-of-normal office hours.

Upon acceptance of a care package, a service level agreement will be agreed upon and signed by the care receiver or their representative. The service level agreement outlines the packages provided, costs, insurance, policies, and termination of contract details.

One of the managers will visit the care receiver two weeks into the care package to see if things are running smoothly, iron out any issues which may have arisen and see monthly thereafter. This is an area of good practice and was reiterated during feedback.

In addition, all care receivers and their families are invited to complete an annual survey giving them the opportunity to appraise the service and give feedback.

Most care staff have completed Regulated Qualification Framework (RQF) level 2 or Level 3 Health and Social Care qualifications, and all staff are up to date with

mandatory training; however, there is a waiting list for further Capacity and Self Determination training. Staff are actively encouraged to participate in additional training, meeting the needs of their care receivers requiring specialised care.

Staff supervision occurs at least four times per year, thus meeting the Standards, and staff have an annual appraisal. Staff are encouraged to highlight development needs, share issues or concerns, and reflect on challenges and achievements. All meetings are documented in the staff's files.

Notifications are promptly submitted to the Jersey Care Commission, all of which were discussed during the inspection.

During the inspection process, various policies were reviewed, including lone working, medication, financial management (care receiver and care worker), recruitment, travel (cars), complaints and uniform policy. All the policies are easy to read and up to date, and staff always have access to them.

The Registered Manager was aware of the process for notifying the Commission when authorisations of a Significant Restriction of Liberty (SROL) for any of their care receivers are in place.

The overall findings of this inspection were positive. The Registered Manager was able to evidence that the care delivery was safe, well thought out, and well governed.

There were no areas for improvement identified.

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](#).