



**Jersey Care
Commission**

Summary Report

LV Home Care

Home Care Service

2nd Floor

Charles House

Charles St

St Helier

JE2 4SF

5, 6 and 12 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.

The service is managed by the interim manager and supported by the deputy manager. The organisational and governance framework is appropriate to the service needs, size and complexity. There was evidence of safe and fair recruitment practices, clear induction programs and regular supportive supervision.

Initial assessments demonstrate an understanding of the impact health issues have on care receivers and care records detail the agreed package of care. Feedback from care receivers and their representatives described the staff team as adaptable, patient and understanding. All explained they would call the office if they had concerns. Feedback from professionals external to the service was positive, stating staff were responsive and person centred.

There was evidence the team responded promptly to issues to enable safety and mitigate risk of harm, reflecting and learning from events. Safe practices for medication management, escalating issues internally and lone working were demonstrated.

Areas for improvement from the last inspection have been met. As a result of this inspection, there is one new area for improvement relating to staff working hours.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 Ref: Standard 3.9 To be completed by: with immediate effect	The Registered Provider must ensure that care workers do not work more than 48 hours per week unless under extraordinary circumstances on a short-term basis only.
	Response of Registered Provider: LV Home Care has implemented a care worker hours monitoring alert on our care management system. We also have implemented a manual review of the process to ensure this is effective before relying on the system. This has been with the wider team to ensure anyone scheduling monitor ours before distributing the work to the care worker.

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