



**Jersey Care
Commission**

Summary Report

Able Community Care Limited

Home Care Service

**Office 3
Bethlehem Centre
La Rue des Buffes
St Mary
JE3 3DE**

7 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.

Care receivers were very satisfied with the arrangements to allow them to live at home with support. They described their health and well-being as maintained by having the help of their live-in care workers. The service assesses care receivers' care and support needs and associated risks. These are recorded in their personal plans and risk assessments, guiding live-in care workers in providing support. The care records show that care receivers' preferences and choices are at the forefront of the support they receive. As evidenced by various sources, advice and guidance are sought from allied health professionals as and when required.

The Registered Manager has good oversight of the service. Live-in care workers and care receivers described the Manager as contactable and confident in their abilities. The service had received no complaints since the last inspection, and care receivers knew who to contact should they need to raise a concern or a complaint. The service has improved how they advise care receivers of incoming care workers and, if necessary, will replace them should they not be compatible.

Feedback from one health and social care professional was complimentary of the service, although another health care professional had an opposing view of the service. Live-in care workers spoke positively of their roles, and they felt they were adequately trained, provided with sufficient information about care receivers in advance of supporting them and described an easily contactable management team out of hours.

There are three areas to be improved upon to meet Standards, which relate to live in care workers being provided with formal supervision and their competency to administer medicines is assessed and recorded. The provider must also arrange for someone, other than the Registered Manager to report monthly on the quality of care provided.

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>Area for Improvement 1</p> <p>Ref: Standard 3.14</p> <p>To be completed by: 2 months from the date of inspection (7 November 2023)</p>	<p>The Registered Provider must arrange for ways to formally monitor, review and record live-in care workers' performance and provide them with opportunities to discuss their roles.</p> <hr/> <p>Response of Registered Provider:</p> <p>As stated during our teams meeting, our policies and procedures have not changed since they were accepted at time of registration. All care packages are reviewed as per the requirements of the JCC and all information documented for the purpose of inspection. Part of this assessment involves feedback to and from the carers including what is going well what needs to be considered or improved and an action plan as to how this can be achieved. As stated this information is documented and stored in the client information file which enables us to provide the best care for each client moving forward. After every new carer the client or representative will be contacted and feedback documented. This is reviewed by our General Manager who will identify and investigate any concerns.</p> <p>We have discussed the option to record the feedback re the carers separately but as they are all self-employed we would require their individual consent for this to happen and propose to commence this early 2024 once the seasonal period has been covered.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 9.2</p> <p>To be completed by: 2 months from the date of inspection (by 7 November 2023)</p>	<p>The Registered Provider must ensure a representative, other than the Registered Manager, reports monthly on the quality of care provided and compliance with Regulations.</p> <hr/> <p>Response of Registered Provider:</p> <p>Our General Manager Mrs. Judith Tye has agreed to be the companies Representative and will carry out the monthly reporting, she asks if there is a template document you can provide to ensure all aspects</p>

	required are covered. Judith's e-mail address is judith@ablecommunitycare.com
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Area for Improvement 3	The Registered Provider must ensure that live-in care workers who administer medication are assessed as competent.
Ref: Standard 6.7	
To be completed by: 2 months from the date of inspection (by 7 November 2023)	Response of Registered Provider: As agreed during our teams meeting, Able community care will ensure all carers working on the Island will have obtained an online certified qualification at level 2 and our registered Manager who is level 3 and above will visit each placement observe the carers undertaking medication and will then if satisfied deem them competent or request re training. This has already commenced and will be ongoing.

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