



**Jersey Care
Commission**

Summary Report

Autism Jersey – Adult Services 2

Home Care Service

**Century Buildings
Patriotic Place
St Helier
JE2 3AF**

27 July and 1 August 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.

Autism Jersey - Adult Services 2 is a newly registered service, and there has been a change in management in recent months. The service has responded well to this and has ensured continuity for both care receivers and staff during this time. The support of the Head of Operations as the Interim Manager has benefited the team in maintaining service delivery.

Staff spoke positively and enthusiastically about their roles. There is a good understanding of the principles and delivery of person-centred support, along with the need to balance safety with positive risk-taking, therefore improving outcomes for care receivers.

Feedback from a care receiver, relatives and professionals was generally positive. All recognised the professionalism of the staff team and the efforts to support personal preferences and aspirations. However, some feedback highlighted difficulties with staffing shortages and potential impacts on care receivers, the need for specialist training in autism, and the lack of professional input to support individuals and staff teams.

On-call arrangements are impacted by the staffing shortages, which has meant that on-call team members have to provide shift cover in addition to their regular working hours. This has been prolonged, and the negative impacts were raised with the Regulation Officer as a concern.

Training opportunities have greatly improved since the last inspection and staff reported this a real strength of the organisation. Training records are well maintained, with appropriate alerts when updates are required.

Work is ongoing in sourcing specialist autism training for the service.

The service was found to have suitable governance arrangements in place, which are appropriate to the needs, size and complexity of the service. However, reviewing current structures might be required as the service evolves.

A project is underway to implement a new electronic care planning system. The service wants to take time to ensure that the system is tailored to meet the specific needs of Autism Jersey. In the meantime, existing care planning systems must be updated and reviewed regularly.

Six areas for improvement have been identified as a result of this inspection.

IMPROVEMENT PLAN

There were six 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 3.11, appendix 6</p> <p>To be completed by: 6 months from the date of inspection (1 February 2024).</p>	<p>Additional specialist training is required for support workers who support people living with autism.</p> <p>Response of Registered Provider:</p> <p>Autism specialist training has been delivered to all staff pre 2023. We currently have 7 new starters in 2023 who require the training and 5 sessions have been booked throughout 2024 to ensure the need of those staff members and any other new are met.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 1.2, 1.3</p> <p>To be completed by: 5 months from the date of inspection (1 December 2023).</p>	<p>Welcome packs/agreements should be made available to care receivers and / or their families, setting out the parameters of the support being provided and detailing the responsibilities of Autism Jersey, as well as the responsibilities of care receivers / families.</p> <p>Response of Registered Provider:</p> <p>Work has begun to ensure that these are available to supported individuals & their families/carers/gaurdians where applicable.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.9, 8.2</p> <p>To be completed by: with immediate effect.</p>	<p>On-Call arrangements need to be urgently reviewed to ensure that staff do not undertake shift work while on-call.</p> <p>Response of Registered Provider:</p> <p>On Call regular shift cover has been reviewed and a plan put in place to steadily decrease this in order to minimise the impact on supported individuals with this support ending on the 3rd December.</p>
<p>Area for Improvement 4</p> <p>Ref: Standard 3.9, 9.3</p> <p>To be completed by: 3 months from the date of inspection (1 November 2023).</p>	<p>Staffing levels are an area of concern as the service is unable to consistently meet the requirements of packages of support it has been commissioned to provide. The service needs to review the volume of packages provided to ensure that it is equivalent to the support hours available.</p> <p>Response of Registered Provider:</p> <p>A review took place in August of support with gaps in support significantly reduced as an outcome. This has been added to our Risk Register and RAG status monitored for individual support needs and .</p>
<p>Area for Improvement 5</p> <p>Ref: Standard 2.5, 2.6</p> <p>To be completed by: with immediate effect.</p>	<p>Up to date care plans and risk assessments need to be available to staff at all times which have clear implementation and review dates. Any supporting documentation which staff need to be aware of should be referenced in care plans and risk assessments.</p> <p>Response of Registered Provider:</p> <p>Risk Assessments and Care plans reviewed and index of these with review dated added to individuals records.</p>
<p>Area for Improvement 6</p> <p>Ref: Standard 7.2</p> <p>To be completed by: 3 months from the date of inspection (1 November 2023).</p>	<p>Complaints policy and procedures must be easily accessible to care receivers and their families, with evidence that these are regularly updated.</p> <p>Response of Registered Provider:</p> <p>Complaints policy updated and added to AJ website together with complaints form. This will also be included in the welcome pack.</p>

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