



**Jersey Care
Commission**

INSPECTION REPORT

Centrepont Trust

Home Care Service

**Le Hurel, La Pouquelaye
St Helier, JE2 3FU**

8 and 22 February 2024

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission'). This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity, and to encourage improvement.

ABOUT THE SERVICE

This is a report on the inspection of Centrepont Trust Home Care Service, known as 'Centrepont at Home & More.' The service is situated in the Parish of St Helier but delivers a home care service across the island.

This service's primary registration was for delivering Specialist Short Breaks for children with complex needs, relating to children who cannot access universal or targeted provisions due to their needs. Specialist Short Breaks are designed to provide opportunities for children with complex needs to participate in a range of fun activities to develop their independence, emotional resilience, and confidence. Short Breaks also help caregivers to have a break from their caring responsibilities.

Typically, a short break session will be for three hours and is delivered by a care worker. However, depending on the assessed need by a social worker, the ratio of care workers can be increased.

Since the last inspection in March 2023, this service has diversified into providing home care support to a range of children and their caregivers. An information leaflet available to caregivers and professionals' details that "Centrepont at Home and More is a unique service providing bespoke care to meet each family's individual needs. From domiciliary care, routine support, community activities, we promote independence with daily tasks, support to attend activities as well as household tasks to support the family as a whole".

Regulated Activity	Home care service
Mandatory Conditions of Registration	Type of care: Personal care and personal support Category of care: Children and Young People (0 to 18) Maximum number of care receivers: Limited to 600 hours of care per week Age range of care receivers: 0 to 12 years old
Discretionary Condition of Registration	The Registered Manager must complete a Level 5 Diploma in Leadership in Health and Social Care by 8 September 2025
Dates of Inspection	8 and 22 February 2024
Times of Inspection	11.45am to 3pm and 3.45pm to 4.15pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of combined personal support delivered on the day of the inspection	13 hours

Centrepoint Trust operates the Home Care service, and there is a Registered Manager in place. While the Registered Manager has overall oversight of this service, it is the Practice Manager that is responsible for the day-to-day operational activities and is the main point of contact for this inspection.

No applications to vary the conditions of this service have been made to the Commission since the last inspection in March 2023. The Commission received a revised Statement of Purpose on 27 February 2024 to reflect services being delivered to a more diverse range of children.

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 strength of governance structures, policies, and procedures within the service, coupled with a clear sense of purpose among the Practice Manager and staff team, contributes significantly to the effective delivery of high-quality person-centred care and support to care receivers in need. This is an area of good practice.

Feedback from caregivers, professionals, and care staff gathered during the inspection was overwhelmingly positive. Caregivers and professionals provided examples of valuing this service and its positive impact on care receivers, and staff felt supported by their management team and found their caring roles rewarding.

Care and activity plans were person-centred, reflecting the individual needs of care receivers, and they were produced collaboratively with care receivers and their caregivers.

Gathering feedback from care receivers and their caregivers is a strength of this service. Feedback provides a voice for care receivers and their caregivers, empowering them regarding the service they receive.

Care staff training was a strength within this service, with staff undertaking specialist training to meet the individual care receivers who access this service.

In addition, care staff receive regular reflective supervision, with an emphasis on a person-centred approach that focuses on the well-being and needs of the care staff. This is an area of good practice.

INSPECTION PROCESS

This inspection was announced and completed over two separate visits, 8 and 22 February 2024. The inspection was announced with two weeks' notice to ensure the Practice Manager could support the inspection.

The Home Care Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

Prior to our inspection, all of the information held by the Commission about this service was reviewed, including the previous inspection report.

The Regulation Officer sought the views of the people who use the service and spoke with managers and other staff. The Regulation Officer established contact with three parents over the phone.

The views of three professionals who have worked closely with this service were also obtained as part of the inspection process.

Policies, care records, incidents, and complaints were examined as part of the inspection process.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Practice Manager and followed this up with a meeting with the Registered Manager on 6 March 2024. This report outlines our findings and includes areas of good practice identified during the inspection.

¹ The Home Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.ie/Standards/>

INSPECTION FINDINGS

At the last inspection, no areas for improvement were identified.

Is the Service Safe

Emphasising the importance of creating a safe environment so care receivers are protected from avoidable harm, with a focus on policies and procedures.

The Regulation Officer examined the revised Statement of Purpose and was satisfied that it reflected the care services delivered, which had become more diverse since the last inspection in March 2023.

This service has grown since the last inspection. However, the potential growth of this valuable service has been hampered by staff recruitment. The Practice Manager has managed referrals carefully to ensure that there are adequate care staff to cover the accepted referrals.

The Regulation Officer was provided with evidence that safe recruitment practices had occurred for the four staff members who have joined the service since the last inspection in March 2023. All care staff are on the update service regarding criminal records checks, which are reviewed annually.

Referrals are made directly from the Children's Social Care Service, once a need has been identified for a child (care receiver) and their caregiver/s. However, the service will also accept referrals directly from caregiver/s. An introduction visit to the care receiver's home is conducted alongside the care receiver's social worker to meet with the child and their caregiver/s. During this visit, the caregivers are provided with an induction pack that lays out the process of referral, assessment, and delivery of support. Information supplied by the caregiver/s and allocated social worker helps inform the care plan and any risk assessments to mitigate harm to the child.

Where care will be delivered in the care receiver's home, an environmental risk assessment is also completed during this initial visit to identify potential risks, such as health and safety, infection control, and fire safety.

The Regulation Officer examined the complaints and whistleblowing policies and made recommendations to strengthen these. The Practice Manager reviewed these policies during the inspection period to reflect changes requested. The Practice Manager also advised that no complaints had been received from care receivers, their caregiver/s, or professionals since the last inspection in March 2023.

The Regulation Officer was assured that this service has operational procedures to deal appropriately with incidents, accidents, and near misses. The Practice Manager provided examples of such events from sessional logs and how the service had responded to and promoted learning with care staff to mitigate these happening again.

The Regulation Officer reviewed the notifications made to the Commission by the Practice Manager since the last inspection. Several notifications were regarding safeguarding concerns; these were appropriate and resulted in referrals to the appropriate agency to ensure the welfare and safety of children.

Care staff in this service have the required RQF Level 3 Diploma in the management of medicines. There are occasions when care staff are required to administer medication to a child. The Regulation Officer noted that the administration of medicine did not meet with the Home Care Standards. The Practice Manager took immediate steps to rectify this, the service policy was revised, medication administration records have been amended and copies of prescriptions are now available to aid the safe management of medication.

Is the Service Effective and Responsive

Assessing the organisation of the service so that the care receiver's needs are respected and met.

The Practice Manager has observed that while they are working with children and their caregivers referred by Children's Social Care and the Children and Families Hub, they are not perceived by caregivers/s to be aligned with the referring agency. This has led to highly positive relationships with caregivers, where trust and collaborative working are commonplace. It is made clear to caregivers that where child protection concerns are identified or suspected, these will be reported to the relevant agency.

As a commissioned service by the Government of Jersey, Centrepont is required to provide robust evidence of its effectiveness in delivering the desired outcomes. The Practice Manager provides quarterly data, which includes the hours of care delivered, feedback from caregivers, children, and professionals, and the governance arrangements in place to ensure that care is delivered safely and improved outcomes for children can be measured.

Caregivers are provided with an enrolment form during the initial visit where they can share important information about their child, such as allergies, medical conditions, likes/dislikes, and behaviour triggers. The form also provides this service with consent and permissions from caregivers, sets out the terms and conditions of the service, and includes a data protection statement.

Once this enrolment form is completed, a subsequent home visit is completed by the Practice Manager to agree the package of care the service has been commissioned to deliver and provide any paperwork to the caregivers, such as a photograph and profile of the care worker. An induction period will then be agreed upon, which may initially involve sessions with the child's caregivers until the child is comfortable with their care worker. However, this period is flexible and dependent on the child's needs.

Session plans are created based on the child's preferred activities, considering any risk assessments in place. These plans provide choice and control for the child and their caregivers, with the Practice Manager commenting that they provide exposure to various activities, promote socialisation opportunities with peers, and enhance daily living skills. The Practice Manager reported that where caregivers are experiencing financial hardship, this does not impact on the care experience of the child. The Regulation Officer was assured that barriers hindering a child from achieving equity with their peers are a fundamental focus of this service.

This service is registered to provide personal care and support to children up to 12 years old. However, some children will require continued support once they reach 13 years old. The Practice Manager provided examples of effective and successful transition work they completed in supporting children to move to another service. This is an area of good practice.

Care receivers and their caregivers are provided with regular opportunities to give feedback on their experience of this service. The Regulation Officer reviewed a sample of this feedback and noted them to be person-centred, with face emojis for children and an easy rating system for caregivers, with an opportunity to provide comments for both. This feedback reflected a positive experience for children and their caregivers. Other forms of feedback were also recorded; these were emails and Christmas cards to the service from caregivers. A sample of the comments received were:

"When Centrepoint became registered and was able to offer in-home support, this changed our lives, having a significant positive impact. The staff are friendly and have built lovely relationships with the whole family."

"Overall, we are very thankful that we have been given support, as this has definitely had a positive impact on our family."

"The work you and your team do is a lifeline. We know you care, and we love having the team to watch out for us. Thank you."

"You have helped us through a very challenging year; without your help, things would have been horrendous. Thank you."

The Regulation Officer also sought feedback from and caregivers currently accessing this service; a sample of the comments received were:

"The care staff are non-judgemental and patient, and my experience of this service is very positive. Communication is always good and regular."

"The staff are reliable, supportive, accommodating, respectful, and understand our child's needs. They work alongside us to provide what is best for our family."

"The short break our child receives is productive for him and really good for us as a family. Staff engage well with us, and there is regular communication. We worry that as our child reaches 13 years old, they will no longer be able to access this service."

Is the Service Caring

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.

The Regulation Officer was invited to observe care being delivered to care receivers. This took place in a community setting. It was noted by the Regulation Officer that care staff provided care with enthusiasm and compassion, while recognising the individual needs and strengths of the care receivers. Care staff ensured that the care receivers were listened to and promoted choice and control with an element of positive risk, which recognises that avoiding all risks may limit personal growth and independence. During this observation, an additional staff member was present as part of several planned shadowing sessions to assume responsibility for the care package.

Discussion with the Practice Manager revealed that various care packages offered by this service are designed to promote the well-being and dignity of care receivers. It was evident that care staff actively contribute to cultivating an environment that nurtures the dignity of those receiving care. This approach fosters a compassionate and empathetic care experience, with a clear emphasis on person-centred care.

The Regulation Officer sampled several care plans. These comprehensive working documents provide a holistic understanding of a care receiver's needs and how these will be met through the care plan. The care plan was presented in an engaging format and evidenced care receiver and caregiver input, including relevant consent. This is an area of good practice.

The staff team meets weekly to discuss all the care packages delivered within this service. The Practice Manager reported that these meetings provide opportunities for changes to be made to care plans and respond to the changing needs and risks of care receivers and their caregivers. The Regulation Officer found clear evidence that the care plans undergo regular and thorough reviews. These reviews demonstrate a comprehensive understanding of individual needs, including specific considerations for communication requirements and how these needs are addressed. This attention to detail reflects a commitment to adapting care strategies to meet each child's unique and evolving needs.

The majority of care staff are provided with supervision every month. However, part-time or zero-hours care staff are provided with supervision at least four times per year per the Home Care Standards. The supervision model adopts a person-centred approach and focuses on the well-being and needs of the care staff.

The model also incorporates a self-evaluation component that encourages self-reflection, promotes accountability, and a commitment to continuous improvement. This is an area of good practice.

Care staff consulted with as part of this inspection provided the following comments in respect of working for this service:

"I feel supported by my management team; they go above and beyond and are very fair."

"The service is well managed, and I receive all the training I need to provide the right support to the people I work with."

"Working for Centrepont Home Care is really interesting and rewarding."

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.
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The Registered Provider shared the service development plan for 2023-2024, which was part of Centrepont's wider business plan. Acknowledging the strengths within the service, the plan also highlights challenges related to staff recruitment and where the need within the community is far greater than current staff resources. In addition, the plan also recognises the need to use the existing staff resource more effectively outside the core hours of need. The Practice Manager clearly understands how this service wants to deliver care and is excited about diversifying the service reach to provide additional high-quality support to children and their caregivers.

The Regulation Officer sampled several policies and procedures of this service. These were satisfactory, some were service-specific, such as lone working and a partnership with families policy, while others were suitable for this service and the wider organisation. There was also evidence of regular review, and these documents were easily accessible by care staff. Care staff also have access to a comprehensive staff handbook.

The Practice Manager provided examples of positive and effective collaborative working with multi-agency partners, which included providing contemporaneous records to the referring agency and attending regular meetings regarding the care receivers and their caregivers. The Regulation Officer was assured that effective communication with professionals contributed to positive outcomes for care receivers and their caregivers.

Referring professionals were also consulted as part of this inspection and provided the following comments:

“The strengths of this service are their flexibility; they are able to adapt what they are doing and when depending on what is required. The service has been a big part of our care plan and has enabled placement suitability.”

“I find the Centrepoint home care service brilliant. Staff appear competent with a good focus on health and safety. The service has been absolutely invaluable to our families with disabled children who require support in the home and in the community.”

“The Practice Manager has attended all meetings and is working well with us in the creation of a schedule for the child.”

The Regulation Officer examined the central training record for this service and was assured that care staff had completed the necessary mandatory training per the Home Care Standards. In addition, care staff had also completed specialist supplementary training, where the needs of care receivers require this, such as therapeutic skills training, trauma-informed practice, and SPELL training (Structure, positive, empathy, low arousal, and links) which is an approach for working with children with Autism. Investing in ongoing training and professional development for carers is essential for creating a supportive, skilled, and compassionate caregiving team to meet the diverse needs of those they serve. This is an area of good practice.

IMPROVEMENT PLAN

No areas for improvement were identified during this inspection and an Improvement Plan has not been issued.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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