



**Jersey Care
Commission**

Summary Report

Island Home Care

Home Care Service

**PO Box 714
Jersey
JE4 0PU**

19 and 28 December 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.

Overall, the findings of this inspection were positive. The Registered Manager and team members engaged fully in the inspection process, ensuring that all requests for information and records were met.

Feedback received from care receivers, family members and professionals was consistently positive. Common themes included the professionalism of the Registered Manager and staff team and the demonstration of a person-centred approach to care. This was evidenced in the observations undertaken by the Regulation Officer.

The service showed a willingness to work collaboratively with key stakeholders to promote positive outcomes for care receivers, with staff conveying that they felt fully supported in assisting individuals to achieve their agreed goals.

Comprehensive assessment and care planning systems, which are regularly reviewed with care receivers and their representatives, were evident. Individual needs, wishes, and preferences are reflected. The service sources training to support the delivery of care; however, it was noted that some progress is required in ensuring that appropriate training is in place for each category of care that the service is registered to provide.

Governance arrangements were found to be adequate; however, it was identified that some improvements were required concerning the management of complaints, safer recruitment practices and the recording of governance checks.

There are three areas of improvement as a result of this inspection.

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 7.2</p> <p>To be completed by: with immediate effect.</p>	<p>The service must ensure that all complaints / concerns received are managed in line with their complaints policy.</p> <p>Response of Registered Provider:</p> <p>Our procedure for addressing complaints at Island Home Care is integrated into our client agreements, with copies readily available upon request. While we seldom receive any complaints annually, we've implemented a comprehensive complaints/concerns log. This enables us to offer a formal complaints process should any concerns arise, ensuring that every issue is well documented and addressed, whether through formal or informal channels.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 3.6</p> <p>To be completed by: with immediate effect.</p>	<p>The Registered Manager must ensure that contracts of employment do not commence before all safe recruitment checks are completed.</p> <p>Response of Registered Provider:</p> <p>We recognise that our reference logs and contract start dates lacked clarity and that a few did not meet timeline criteria. To rectify this, we've put in a reference log to document all enquiries, commencement dates, and alternate contingency plans/risk assessments for instances where not all references are not able to be verified. (For example, when a company has closed and no longer contactable). It's worth noting that, in the majority of cases, Island Home Care obtains more references and checks than those mandated by standards. This approach will ensure that we maintain accurate evidence of reference requests, phone calls, and other pertinent information.</p>
<p>Area for Improvement 3</p> <p>Ref: Standard 9.4</p> <p>To be completed by: 1 months from the date of inspection (28 January 2024).</p>	<p>Any audits and governance checks which are completed by the service must be recorded with a clear understanding of what is being measured during such checks.</p> <p>Response of Registered Provider:</p> <p>Island Home Care conducts routine spot checks and care package reviews, which are recorded and dated</p>

	<p>within our care software. However, this recording did not outline all the tasks that we undertook as part of those reviews. In response to this feedback, we have developed a comprehensive care package review form that precisely outlines the parameters of these routine evaluations, ensuring clarity and consistency in our review processes.</p>
--	--

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