



**Jersey Care  
Commission**

## **Summary Report**

**New Horizons Support Services**

**Home Care Service**

**16/17 Burlington House  
St Saviours Road  
St Helier  
Jersey  
JE2 4LA**

**24 November 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 Office Manager engaged fully in the inspection process and ensured that all requests for information and records were met.

The Registered Manager demonstrated a strong understanding of the needs of all care receivers, ensuring regular reviews of services provided. There is also regular contact with the staff teams and frequent opportunities to meet and discuss progress, address areas of concern and celebrate the team's achievements.

Feedback received from care receivers, family members and other professionals praised the service and Registered Manager for the level of support delivered and the professionalism demonstrated by the team. The management team were described as "understanding, empathetic, knowledgeable and professional" by one family member.

The service was generally well led with an adequate management structure and governance processes in place to support the size and complexity of the service. However, improvements were identified concerning the delivery of regular formalised supervision sessions and appraisals for staff, and the sharing of outcomes and actions identified from monthly reports.

A person-centred approach is at the forefront of the support delivered, with many examples identified through care plans, risk assessments and observation of practice by professionals and a regulation officer.

The service demonstrated a strong understanding of the rights of care receivers and how this is underpinned by relevant legislation. Choice, independence and the importance of access to relevant communication aids, which support understanding and decision-making, were found to be at the forefront of the delivery of care and support.

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

## IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 9.2</p> <p><b>To be completed by:</b> with immediate effect.</p>	<p>Monthly reports must be completed in a timely manner and shared with the Registered Manager to ensure that any actions identified are addressed promptly.</p> <p><b>Response of Registered Provider:</b></p> <p>Monthly reports are now being completed by our Office Manager and are being produced in a timely manner.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 3.14</p> <p><b>To be completed by:</b> 4 months from the date of inspection (24 March 2024).</p>	<p>The Registered Manager must ensure that all support staff have access to formal supervision sessions which will be carried out at least four times per year and appraisals which will be undertaken annually.</p> <p><b>Response of Registered Provider:</b></p> <p>Appraisals are now being completed by the Registered Manager. A new process for scheduling supervisions is being used to ensure staff receive a supervision within the 12 weeks and not outside of this.</p>

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