



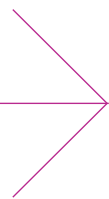
# Annual Feedback Survey

2024



# About the Jersey Care Commission

The Commission was established by the Regulation of Care (Jersey) Law 2014. The Law sets out our functions, powers, duties and responsibilities, along with detailed provisions about the Commission's appointment, resources, and funding.



We were appointed as a Health and Social Care Commission to:



<p><b>Provide the people of Jersey with independent assurance about the quality, safety and effectiveness of their health and social care services</b></p> 	<p><b>Promote and support best practice in the delivery of health and social care by setting high standards and challenging poor performance</b></p> 
<p><b>Work with service users, families and carers to improve their experiences of health and social care and to achieve better outcomes</b></p> 	<p><b>Register a range of health and social care professionals and take steps to assure ourselves and the people of Jersey that all registered professionals are fit to practice.</b></p> 

We adopt a “right touch” approach to regulation, only resorting to escalations and enforcement processes when necessary. Wherever possible, we work in partnership with Regulated Providers and other agencies.

As part of our aim to provide the best service we can and continuously improve our inspections and other service provision, we seek feedback from all providers about their experience working with the Commission. We seek this after every inspection, and this year, we also conducted a more general annual survey to capture aspects of our work outside of the inspection process.

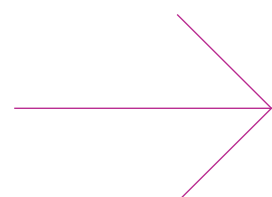
# Post Inspection Feedback Survey

We survey care providers each year to get feedback on how we carry out our role. Previously, we conducted a post-inspection feedback survey. This year, we changed the way we collect feedback and the way we ask questions. We used an online form and structured responses using a range of responses from Strongly agree to Strongly disagree.

This approach made it easier for respondents to complete the survey and allowed us to improve our analysis and understanding of the responses. We received 58 responses from 105 Regulated Providers (55% response rate) compared with 34 responses last year. This suggests the change of approach achieved the aim of increasing engagement and generating more feedback from providers.



# Summary of the 2023 Inspection Survey



In addition to the structured questions, we also asked two open-ended questions to allow care providers to tell us about inspections from their perspective and include anything we had not explicitly asked.

Question	Responses	% Positive Responses*
Did the Regulation Officer introduce themselves on arrival and explain the purpose of the visit?	<b>Yes 100%</b>	100%
Did the Regulation Officer/s take good account of the views of children, young people, or adult service users?	<b>Strongly agree 84.5%</b> Agree 15.5%	100%
The Regulation Officer/s took good account of the views of staff during the Inspection process?	<b>Strongly agree 84.5%</b> Agree 15.5%	100%
The Regulation Officer/s took good account of the views of the care receivers' relatives during the Inspection process.	<b>Strongly agree 77.6%</b> Agree 17.2% Neutral 1.7% N/A 3.4%	98.1%
The Regulation Officers focused strongly on the experiences and progress of children, young people, and (where relevant) adult service users.	<b>Strongly agree 63.8%</b> Agree 25.9% Neutral 3.4% N/A 6.9%	96.3%
The Regulation Officer/s spent their time doing things that enabled them to get a good understanding of the service's impact and its strengths and weaknesses.	<b>Strongly agree 81%</b> Agree 19%	100%
The Regulation Officer/s carried out their inspection in a professional manner.	<b>Strongly agree 87.9%</b> Agree 12.1%	100%
The Regulation Officer/s had the appropriate skills and expertise to inspect my service?	<b>Strongly Agree 82.8%</b> Agree 17.2%	100%
Did the inspector provide a verbal summary of the findings at the end of the inspection?	<b>Yes 100%</b>	100%
Where areas for improvement were identified, these were reasonable, fair and based on evidence?	<b>Strongly agree 39.7%</b> Agree 29.3% Neutral 1.7% N/A 29.3%	97.6%
Were the timescales for improvements recommended by the Regulation Officer/s reasonable and appropriate?	<b>Strongly agree 63.6%</b> Agree 27.3% Neutral 9.1%	90.9%
If there were no areas for improvement identified, did the Regulation Officer(s) provide any recommendations or advice, and if so, was this useful	<b>Strongly agree 47.2%</b> Agree 36.1% Neutral 2.8% N/A 13.9%	96.7%
Did the inspection report accurately reflect the discussions/summary during the inspection visit?	<b>Strongly agree 74.1%</b> Agree 24.1% N/A 1.7%	100%
The process of reviewing and commenting on my service's draft inspection report was straightforward.	<b>Strongly agree 58.6%</b> Agree 37.9% Neutral 1.7% N/A 1.7%	98.3%
My service's experience of the overall inspection process was good.	<b>Strongly agree 74.1%</b> Agree 25.9%	100%
Was the inspection helpful in improving service outcomes for care receivers?	<b>Strongly agree 69%</b> Agree 29.3% Neutral 1.7%	98.3%

\*% of responses excluding Not Applicable responses.



# How could the inspection process be improved for your service?

TOTAL RESPONSES	44	NEUTRAL	5
POSITIVE	36	SUGGESTIONS FOR IMPROVEMENTS	7

## Summary of responses

The categories do not add up to the total number of responses received, as several comments were counted as positive and offered suggestions for improvements.

82% of the comments about the inspection experience were clearly positive. One response suggested more time should be given to inspections, while another said the process was intense and perhaps too long. A third response indicated in addition to the primary annual inspection, there should be more frequent “drop-in” inspections.

One response suggested the Commission should introduce a rating system like the Care Quality Commission in England. This approach is something the Commission has considered before but has decided against this in favour of a narrative approach to inspection reports.

**82%**  
**POSITIVE EXPERIENCE**



## Positive Responses



I thought the process was good. I particular think the short notice of the date of inspection shows a true reflection on the home.

My Regulation Officer always responds to any advice I require in a timely manner and works with us to support continuous evaluation of the care we provide to our clients.

The current approach to inspection reflects good practice.

I felt that the Inspection process was excellent and completed in a relaxed manner, involving all the necessary involvement of people.

I am happy with the service provided. The Regulation Officers are always available if needed.

[Being new to the role] I have nothing to compare, but I felt comfortable throughout and I found some of their suggestions very helpful.

I was very happy with how the inspection took place. The Regulation Officer was very interested in speaking with staff members and clients within the service, which gave a good picture of how the service is currently functioning. It was good and helpful to hear back from staff and clients that may be too polite to give criticism directly to me.

I feel the inspection was thorough and fair and needed no improvement.

This was my first inspection in this role so was a terrific learning experience for me and has made an impact on how I perform some aspects of my role.

The inspection was helpful to service improvement & developments.

Very positive experience for all of us, no improvement required.

I found the whole process good. This was my first inspection as a home manager; I felt the Regulation Officer was supportive and informative. I don't feel there is any area for improvement.

It was comprehensive, and ultimately a helpful exercise for me as a manager.

This is a good and fair process; time was taken to get a good oversight of the home.

## Suggestions for improvements or changes

A specific set of standards that relate [to a unique care service] may be helpful in the future but otherwise the process proved to be reasonable, with the inspector taking a balanced and pragmatic approach to the inspection and providing well considered and detailed feedback.

The inspection was very intense and longer than the inspections for other services.

I believe inspections should be more frequent; maybe a full inspection once a year then a “drop in” type of inspection.

Continue to focus on the experiences of those receiving care.

A broader capture of professionals directed linked to my service, would ensure feedback from professionals in the inspection report is evidence based and not subjective.

Some areas of the standards can be vague whereas during the inspection there appears to be a clear and specific expectation for the way some things are documented. It would be helpful for the standards to be more specific in areas there are clear expectations.

Inspections should use a rating system like the Care Quality Commission in the UK.

Is there anything else you would like to say, for example if you have selected disagree or strongly disagree to some questions, we would really appreciate your feedback to help us improve our services.

TOTAL RESPONSES

30

SUGGESTIONS FOR IMPROVEMENTS

3

POSITIVE

28

### Summary of responses

Most responses were complimentary about the inspection process or the Regulation Officers.



### Positive Responses



It's encouraging to see the Commission being so receptive to feedback. I have felt an increasing sense of collaborative working in recent months and this is good to note.

I am very impressed with how the Commission is evolving and it's great that we have an inspector who can carry on with the empathic, knowledgeable and professional manner that we have been fortunate enough to benefit from over the years.

I feel the inspection was completed in a person-centred manner where the staff and Residents were comfortable throughout the process, which I feel is a good positive interaction link for the JCC to have with care providers.

The Regulation Officers were excellent during the inspection process. They displayed understanding of situations, were supportive and have captured the picture of the care home following just 2 visits which speaks volumes of their skills, professionalism.

The inspection was a good opportunity for Continual Professional Development.

It provided a good opportunity for me to improve my own leadership.

Regulation Officers have always been professional, helpful and supportive. 10/10 service

Thank you to the inspectors. Their professionalism and manner made this easier for the team.

### Suggestions for improvements or changes

It may be a good idea for regulation officers to attend one of our Monthly Registered managers meetings.

Inspections should highlight good and address areas for improvement. This report has done this.

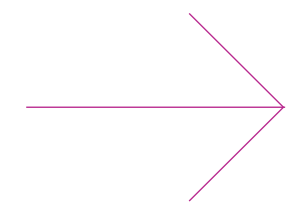
I am concerned about objectivity where views of professionals are included in inspection reports. There is also no opportunity to challenge, and it would also be helpful to understand why concerns have not been addressed outside of an anonymous set of feedback.

*"Regulation Officers have always been professional, helpful and supportive. 10/10 service"*

**POSITIVE RESPONSE**



# 2023 Annual Survey



This year, we introduced an additional survey to ask providers about their experience with the Commission outside the annual inspection. We received 19 responses in total.

Question	Responses	% Positive
Other than during your annual inspection have you contacted the Commission for any reason this year. For instance, you may have sought guidance, advice or information.	<b>Yes 15</b> <b>No 4</b>	
How would you rate the overall quality of response you received from the Jersey Care Commission?	<b>Excellent 9</b> <b>Very good 4</b> <b>Good 2</b> <b>Fair 0</b> <b>Poor 0</b>	100%
Were your enquiries or concerns addressed promptly?	<b>Yes 15</b> <b>No 0</b>	100%
If the Commission provided you with information, was it clear and helpful?	<b>Yes 15</b> <b>No 0</b>	100%
If you have made a formal application for instance to register a service or make changes was the process straightforward?	<b>Yes 10</b> <b>No 1</b>	91%
Were the requirements for documents or evidence clearly explained to you?	<b>Yes 11</b> <b>No 0</b>	100%
Were you satisfied with the overall process?	<b>Extremely satisfied 7</b> <b>Satisfied 3</b> <b>Neutral 1</b>	91%
Do you feel that overall, you or your service has received adequate support from the Commission?	<b>Strongly agree 9</b> <b>Agree 6</b> <b>Neutral 1</b> <b>N/A (have not sought support) 3</b>	94%

Again, we asked open questions to allow providers to tell us about any concerns and to understand how we can improve our service to meet care providers' needs better.

# Is there anything we currently do that we should do differently or need to improve?

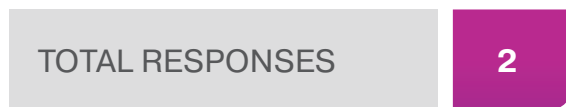


As a Registered Manager, I have contact with both the Commission and the Care Quality Commission in UK mainland, and the support and working partnership in Jersey is by far superior.

Overall, everything is good. The website is helpful to find out information and to advise people of the care provider list on there. We have people calling up needing support a lot, it is helpful for us to advise that they look on the list of providers on the website.

I really value the approach you take.

## Suggestions for improvements



Visit more than once a year and share (anonymously) issues that either the Commission or other care providers are experiencing so that we may all guard against such issues or so that you are kept apprised of issues.

Provider information & best practice update days to help us all keep linked in.

*"The website is helpful to find out information and to advise people of the care provider list on there"*

**POSITIVE RESPONSE**

# Is there anything that we don't currently do that you think we should do or that would enhance the service we provide?



Most positive responses were simply along the lines of "no" or "nothing"

No, you are very visible and approachable.

Feel very supported.

Not at the moment, the easy read for inspection visits is very helpful.

## Suggestions for improvements



Five of the thirteen responses suggested areas the Commission could improve or do differently

Pharmacy inspection is rather light in the last few years - complex actions in the independent sector  
Regulate proxy GP services - also you need to comment on the proposed Euthanasia legislation -  
Unregulated services impacting on regulated services and major changes in society norms also the  
Euthanasia report and conscientious objection on page 65 - please provide a view . HCP may  
object, carers may not.

Have more understanding of Jersey employment Law specifically when it does not fall in alignment  
with JCC standards or advice EG Live-in care provision and breaks and overnight wake ups (as an  
example)

Website should be alphabetic. It feels inequitable to me at present.

Introduce sessions for policy teams to meet with care providers in an open forum to discuss practise  
and updates to service improvements care conference for local providers.

We would really value a central system with policy templates available to us for the areas that policies  
are required.



Are there any additional comments, suggestions, or feedback you would like to give regarding your experience with the Jersey Care Commission? We would be particularly interested if you answered any of the questions negatively.

TOTAL RESPONSES

13

POSITIVE

8

### Positive responses



Again, many of the positive responses were simply along the lines of "nothing to add".

None at this time, a very good service and easy to access with timely responses.

Excellent service and support. Well done to all your staff.

Thank you for all your commitment and support.

*"Excellent service and support. Well done to all your staff."*

**POSITIVE RESPONSE**

### Suggestions for improvements



There were some suggestions for improvements which the Commission will consider and respond to.

You are too quiet on major changes and especially changes in GP services in Jersey that we are all experiencing. Have you considered surveying the independent sector?

I would like to see inspections graded, similar to the CQC. A more in-depth scoring system would support service users greatly as well as help with the disparity in care charges island-wide.

Thank you and congratulations on the report re the staffing crisis in care in Jersey. It was a really excellent report and it felt very proactive whereas I tend to view the JCC as reactive and fees as high. As an owner, I would love to see more engagement with the industry - perhaps via the JCF - as opposed to being purely the Inspectorate.

It would be good to meet the JCC management team and understand how they see the Jersey Care model being implemented in the future.

Find the Care Commission helpful when needed, was recently inspected which was a comprehensive process and allowed us to focus on the areas for improvement. Would be useful for the care commission to offer more drop in sessions or workshops surrounding inspection, what to expect and the services they offer.





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