



**Jersey Care
Commission**

INSPECTION REPORT

Orchid Care Services Limited

Home Care Service

**9 Bond Street
St Helier
JE2 3NP**

13 March 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 of the inspection of Orchid Care Services Limited (Orchid). The service's offices are in St Helier and provide a base from where the Registered Manager and Directors work. Orchid offers personal care and support to individuals living in their homes, tailored to their needs. A Registered Manager is in place and is supported by a Deputy Manager and a team of care staff. The directors are involved operationally, although they are engaged in the service's planning, governance, and oversight, ensuring it operates according to its mission and values. The service has been in operation for ten years.

| Regulated Activity | Home Care Service |
|--------------------------------------|--|
| Mandatory Conditions of Registration | Type of care: Personal care and personal support Category of care: Adult 60+, dementia care, physical disability and/ or sensory impairment Maximum number of care hours that can be provided: 2,250 hours per week Age range of care receivers: 18 years and above |
| Date of Inspection | 13 March 2024 |

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| Time of Inspection | 1pm – 5pm |
| Type of Inspection | Announced |
| Number of areas for improvement | None |
| Number of combined personal care and personal support hours delivered on the day of the inspection | 1,065 hours per week |

Orchid Care Services Limited operates the Home Care service, and there is a Registered Manager in place who has been registered since 2022.

The discretionary condition on the service's registration was discussed, and the Registered Manager confirmed and evidenced that they had completed their Level 5 Diploma. Therefore, this condition has now been removed from the service's registration.

Since the last inspection completed on July 17, 2023, the Commission has received an updated copy of the service's statement of purpose, correspondence from the provider relating to a complaint, and notifications as the Regulations require. The Registered Manager, Deputy Manager and one of the directors met with the Regulation Officer on February 5, 2024, to inform the Commission of the overall direction and goals of the home care service.

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.

This inspection found many strengths in the service and performed well against the themes inspected. The management team oversees the service and is actively involved in keeping in contact with care receivers and their families. Care receivers, families and health and social care professionals spoke highly of the service. They said that they could raise concerns with the management team and that any issues would be responded to effectively.

Care and support are provided according to individual needs, preferences and values, and strong, trusting relationships are built between care receivers and staff. There is consistency in staffing, which care receivers value. The service is responsive, which healthcare professionals, families, and care receivers describe as a strength. The staff team took pride in their work and were optimistic about their roles and interventions' impact on care receivers.

Care plans were detailed, reflected the person and outlined the level and type of support required to meet care receivers' expectations and wishes. The service actively involved other health and social care professionals as required. Feedback from various sources described robust communication processes, and care receivers and families felt well-informed and involved in planning and directing their care and support.

The service has a range of policies to guide staff in their work, and the approach to quality assurance is robust and supportive. The Statement of Purpose is an accurate reflection of the service. The evidence gathered on this inspection shows that the service is managed and operates in line with its Statement of Purpose and meets Regulations and Standards. There are no areas for improvement.

INSPECTION PROCESS

This inspection was announced, and the visit to the service's office was completed on 13 March 2024. The Registered Manager was given four days' notice of the inspection, which was to ensure that they could facilitate 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**

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

The Regulation Officer gathered feedback from six care receivers and two of their representatives. They also had discussions with the service's management and four members of care staff. Additionally, feedback was provided by three health and social care professionals external to the service.

As part of the inspection process, records including policies, care records, monthly quality reports, recruitment, induction, training and staff competency records, and the service's welcome brochure were examined.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager and one of the directors. 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 reviewed the recruitment processes undertaken for recently employed staff. This showed that key components such as job descriptions, interview notes, background checks, criminal record checks, references and right-to-work verification form part of the recruitment practices. The service uses a tool to aid decision-making about recruitment, and records show that these tools have been used to judge the staff member's suitability for the role.

The probationary period records showed that workers' performance is assessed, and regular feedback, support and supervision are provided to help staff integrate into their roles. Two newly recruited staff members spoke positively of their induction, one described it as "great", and said the support they had received from the Registered Manager and their colleagues was "wonderful and truly appreciated".

The staff member felt the management team was very approachable and had the confidence to bring any matters to their attention. They were hopeful of remaining in the service.

A comprehensive induction programme provides essential information about the service, policies and procedures, with fundamental training such as manual handling and safeguarding provided before care receiver contact. Samples of records showed that defined competency standards are established for basic tasks that staff perform as part of their roles. The records showed that they were assessed against the standards, and the assessment confirmed the staff members' proficiency in carrying out these essential tasks. Care receivers who spoke with the Regulation Officer expressed confidence in their care workers' abilities and felt they were suitably trained.

One care receiver told the Regulation Officer that they required some specific care interventions that ordinarily would be carried out by a registered nurse. They described that their care team carry out these interventions, having been delegated appropriately by a community nurse. Records evidenced this had been done in line with best practice guidance and professional standards, and the care receiver said they felt confident with their care team's skills in carrying out these tasks.

Staff receive supervision, which is prioritised and integrated into work schedules in timelines that meet Standards. Samples of supervision records were seen in staff personnel folders, which provided constructive feedback, acknowledged strengths and highlighted areas for improvement. Appraisals are carried out annually. The service monitors the working hours of care staff to ensure they remain in line with the Standards. Staff do not work more than twelve hours in a row, and their weekly rostered hours are marked and monitored on the staff rota. There may be exceptional circumstances where staff must work extra hours, but this is not done regularly. Two staff members said there is no expectation from the management team for staff to work extra shifts.

Care receivers and their families are provided with information about the service's complaint procedures, which includes the Commission's contact details. They are provided with information about Standards for Home Care services to know what they should expect from the service. Care receivers said they would feel comfortable approaching the Registered Manager with any concerns or complaints. After the last inspection, one family member contacted the Commission with some concerns, which the Registered Manager followed up on and dealt with.

The management team considers staff sufficiency before accepting new referrals into the service. The Registered Manager gave an example of a situation where they had to defer taking on a new care package until they could do so. The care receiver was informed of this, and the service's approach demonstrated integrity in managing the care receiver's expectations.

Safety protocols are in place, where care staff are required to support care receivers in handling their money. The Registered Manager explained a situation where the service had to depart from its policy and usual practices to ensure the safety of one care receiver. The benefit of this practice outweighed the risk, and it was done in a transparent, collaborative manner which focused on promoting the care receiver's well-being and safety.

The service has a lone working policy which outlines the procedures and protocols to protect the safety of care staff when working alone.

Is the Service Effective and Responsive

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

The evidence gathered from this inspection shows that the service operates in line with its aims and objectives described in the statement of purpose. The management team spoke of how they communicate the values and ethos of the service to the staff team. Feedback from care staff suggested that the Registered Manager leads the team by example and demonstrates respect and compassion in all interactions within and beyond the service.

One external health and social care professional told the Regulation Officer that "the management has a real understanding of their caring role, they're not purely managers they know how to care and they're compassionate, and they set a good example to the carers".

The Registered Manager described the variances in the type of support provided to care receivers, ranging from domestic support to personal care and 24/7 round-the-clock care. Before accepting care receivers into the service, the Registered Manager gathers information about their health status, living situation, care needs and preferences to determine whether the service can meet their needs. The initial assessment also includes discussions with relevant health and social care professionals. Care receivers are provided with information which provides details of the services offered, expectations and contacts for the management team.

The service works well with other health professionals, as described by the Registered Manager, and external health and social care professionals who provided feedback during this inspection. External health professionals expressed confidence in the care and support provided by the team. They said the quality of care provided was of a good standard, evidenced by care receiver satisfaction and outcomes.

Health professionals said referrals to them were made appropriately. One health and social care professional described the efforts taken by the service to help achieve one care receiver's goal, which fully respected their wishes and aspirations. The staff team described that they notified the Registered Manager of changes in care receivers' conditions, and one example was provided where the care team promptly recognised a deterioration in one care receiver's health, which relevant health professionals immediately addressed. Another example detailed one care receiver's increased level of care and support provided, which was done in collaboration with the care receiver and external healthcare professionals based on their assessment findings. The health professional told the Regulation Officer that the service "had provided lots of very useful information for the assessment, and it was obvious that they know the client's needs very well".

Samples of care plans were examined, and the results showed that the Standards for care planning arrangements were met. The plans included information about care receivers' life histories, including personal details such as family relationships, hobbies and interests, health history, and career details. The plans were clearly written, easy to follow, and developed in collaboration with care receivers based on their individual needs and preferences.

There was evidence that care receivers had consented and took account of their right to make their own decisions. Staff told the Regulation Officer they considered the care plans valuable in guiding them to provide the right care and support. Staff spoke of the importance of updating care records to reflect new or emerging needs resulting from the deterioration in health status and care requirements.

Testimony from the Registered Manager, external health professionals and a review of care planning records show that the service is effective and responsive to addressing care receivers' evolving needs.

Is the Service Caring

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

Care receivers, their representatives, and health professionals described the care and support provided by the service as a significant strength that resulted in positive outcomes. Care receivers said the Registered Manager and staff team listened to their views and opinions, and they had confidence in the care and support provided. The management team are highly involved in the day-to-day support and, where necessary, will implement changes to support needs safely and promptly.

Comments from care receivers and their representatives included;

“The carers are great, they’re pleasant, helpful and really do everything they should. They come on time, and I feel really happy and confident that they look after Xxx so well, I’ve got no worries at all. They keep me updated all the time and that puts my mind at rest.” [from a representative]

“They’re very good, I know in advance who is coming and they do everything I need them to do. They’re first class, they have a great sense of humour and I look forward to their company, I couldn’t fault anything.”

“They’re very respectful and the carers are all lovely people. I feel safe when I’m with them and I can’t remember their names, but every time they come they remind me of their names, and I’d say they’ve helped me build up my strength.”

“The carers are excellent, they’re very professional and straight away I felt like they were working for a good company. I’m confident with the carers and I know they adhere to all the guidelines as they should. I get on really well with them, and I feel very much in the lead of setting my care and they are always respectful and obliging. They are very good with manual handling techniques”.

“I’m very pleased with them as they’re kind, helpful and very thoughtful. I get the rota emailed to me and that is really helpful. I can contact the Manager at any time, but I don’t need to as the girls are fabulous”.

“They always ask if I’m ok and they’re a lovely bunch of girls. I get the rota and if it changes they always let me know in advance. They always ask if I’m ok and they would do anything I ask, I’m really happy and wouldn’t know where I’d be without them. The Deputy Manager is always popping in and I know the Manager is on the end of the phone if I need”.

Two health and social care professionals commented on the trusting and respectful relationships between care receivers and staff and said they showed kindness and understanding in all interactions.

The service has a system to flag missed visits to care receivers, and staff must check in and out electronically when they arrive and finish their visit. The system automatically alerts managers if a visit is missed or overdue. Care receivers told the Regulation Officer that this had never happened and that they were confident about the reliability of the care. The service has a policy to escalate concerns immediately should a care receiver be absent from their home during the expected visit.

The Registered Manager described that ensuring the compatibility and suitability of care workers to care receivers is essential for fostering positive relationships and ensuring satisfaction. New care workers are consistently introduced to care receivers in advance of them providing support, and the management team check in with care receivers to ensure everything is working for them. The rota is planned to ensure continuity with the same care team, and care receivers and their representatives confirmed this was the case.

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.

Before the inspection, in February 2024, the Registered Manager, Deputy Manager and one of the directors met with the Regulation Officer to describe the service's intention to expand its offerings to meet future care receivers' needs better. They discussed the regulatory requirements and implications of adding an alternative category of care to the service's registration. They explained the measures to be taken to expand the scope of the service. This demonstrated careful planning, setting clear responsibilities, training the workforce and collaboration with the Commission.

The Regulation Officer found the Registered Manager and directors transparent during the inspection; they made themselves available, readily provided records, and ensured everything was accessible. The directors are actively involved in the strategic oversight of the service and make themselves available to support the Registered Manager as needed. Care staff described the directors as helpful and supportive and felt the service had effective communication channels. Staff told the Regulation Officer they could approach the Registered Manager with concerns and questions and raise any challenges they encounter. They described the organisation as being a positive and supportive work environment.

Two external health professionals commented positively on the Registered Manager's ability and perceived the management of the service as strong. Both health professionals described situations and provided examples where the Registered Manager recognised the importance of flexibly responding to care receiver's needs. This demonstrated that the management style of the service shows a commitment to providing individualised care as described in the Statement of Purpose and shows that the service is adaptable to effectively meet care receivers' needs.

The Regulation Officer discussed some care receivers' day-to-day support needs and noted that the Registered Manager had full knowledge of their care plans, personal preferences, family relationships and health needs. This level of detail and understanding shows that they are directly involved in providing supervision and support to staff, offering guidance and ensuring care is delivered in line with the service expectations. Care staff, external health professionals, and care receivers described having regular contact with the Registered Manager and expressed confidence that they would respond to and address any queries they had.

The service has various policies to guide staff, and a sample were viewed during the inspection. These are easily accessible for staff, and they are used as training tools for new staff members and as refreshers for existing staff to identify gaps in knowledge or practice. From a review of the quality assurance reports, it is evident that policies are regularly reviewed and their application into practice assessed to help identify areas for improvement.

Samples of training records showed the service emphasises training opportunities for staff. The Standards are met regarding the percentage of the staff team with vocational qualifications in health and social care, and the training and development plan showed that there is an intention for staff to start these awards. During the inspection, staff were progressing through Levels 2, 3 and 5 vocational qualifications. There has been an effort for staff to engage in more face-to-face training sessions, including training in oral hygiene, dementia awareness and home oxygen therapy. The service provides training opportunities for staff to enhance their skills and knowledge to benefit care receivers.

Care staff who administer medications to care receivers have completed Level 3 training, and their competency checked thereafter as the Standards require. The Registered Manager described the additional safety measures that have been implemented to promote medication safety, minimise risks of harm and error and help identify potential issues or concerns which was an example of improving quality of care.

Samples of quality monitoring reports were examined, and as noted at the last inspection, the service's quality assurance processes are robust and continue to be detailed, analytical and proactive to identify areas for improvement. One of the reports completed detailed a reflective learning event where the service reflected on their experiences, challenges and successes in providing care and support to care receivers during Storm Ciaran late last year. The reports showed a comprehensive monthly review to assess the service's compliance with the Regulations and Standards.

The management team also ensures that standards are maintained by visiting care receivers in their homes to assess the quality of care and support being delivered in real-time. This allows them to observe staff performance and obtain care receiver feedback, which may help identify where additional support or training may be needed. Two staff members spoke positively of this approach, said it made them feel valued and supported, and demonstrated the service's commitment to maintaining Standards.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan is not required.

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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