



**Jersey Care
Commission**

INSPECTION REPORT

1-2-1 Care Limited

Home Care Service

**Second Floor
JEC Powerhouse Building
Queens Road
St Helier
JE2 3AP**

22 April 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 1:2:1 Home Care Limited. The company's office is situated on the outskirts of St Helier in a retail park and provides an island wide home care service.

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, Learning disability, Substance misuse, Mental health Maximum number of combined personal care and personal support hours per week: 2250 hours Age range of care receivers: 18+

Discretionary Condition of Registration	None
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Date of Inspection	22 April 2024
Time of Inspection	10:00am – 2:45pm
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	145 hours

The Home Care service is operated by 1:2:1 Home Care Limited and there is a Registered Manager in place.

Since the last inspection on 19 September 2023, the Commission has not received any notifications of variation of registration conditions.

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 well-established service has an experienced management team comprising a registered manager supported by a deputy manager. In addition to this, an operational manager completes the monthly quality reports for the service and oversees quality assurance and governance.

Staff complete mandatory and specialised training to ensure the conditions of registration with the Jersey Care Commission are met. This is in line with the service's Statement of Purpose.

Policies and procedures are in place to cover all aspects of the service, including vehicle management, safe recruitment, medication administration and complaints.

The online care plans were person-centred, relevant to the care receivers' needs and wishes, and included collaborative work with other professionals.

Safe recruitment practices and a robust induction programme for new staff were evidenced at the inspection.

Staff have formal supervision monthly and annual appraisals, and the office has an open-door policy for all staff to pop in and discuss any issues.

The Operations Manager completes monthly quality reports, the results of which have contributed to improving staff training, documentation, and incident reporting.

Feedback from care receivers and their relatives was complimentary of both the management and carers.

There were no areas for improvement from this inspection.

INSPECTION PROCESS

This inspection was announced and was completed on 22 April 2024. Notice of the inspection was given to the Registered Manager one week before the visit to ensure availability.

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 the information held by the Commission about this service was reviewed, including the previous inspection report, Statement of Purpose, and notifications of incidents.

The Regulation Officer requested feedback from five care receivers, three responded, and three of their representatives. Two home visits were carried out with care receivers which was beneficial for the purpose of feedback. They also had discussions with the service's management and ten care staff. Additionally, feedback was requested from three professionals external to the service with two responding.

As part of the inspection process, records including policies, care records, staff rotas, training matrixes and monthly quality reports were examined.

At the conclusion of the inspection, the Regulation Officer provided verbal feedback to the Registered Manager and by email. This report sets out 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.

Before the inspection, the Regulation Officer requested copies of various policies relevant to the service provided. These were discussed in detail during the inspection and were concise and pertinent. However, some minor amendments were advised. The Registered Manager will ensure this is completed.

A variety of risk assessments were shown to the Regulation Officer during the inspection. These provided reassurance that the service takes a proactive approach to reducing certain risks.

A robust medicines management policy demonstrates a straightforward process to follow, and the training required to administer medications. The policy also advises staff on the protocol to follow if a medication error has occurred. Staff feedback verified that they know how to access policies and are notified of any policy changes from the management team.

Safe recruitment is pivotal to this company as they have recruited six staff from overseas since the last inspection. The Registered Manager described overseas recruitment as challenging due to logistics, cost implications and legal compliance. 1:2:1 Home Care demonstrated proficiency with all aspects of recruitment being undertaken safely and professionally. The Regulation Officer viewed the personnel files of six newly recruited staff and was reassured that safe recruitment practices were followed. The staff confirmed this during feedback. They were complimentary of how the company organised everything, including visas, accommodation, training and driving lessons where needed. New care staff from overseas are given a welcome pack all about Jersey, including information on the

roads, road signs, where they can buy food from and where they can get their hair done and purchase hair supplies.

Newly recruited care staff are subject to a robust induction programme and will shadow experienced care staff until they are deemed competent to work on their own and have completed mandatory training. The management team rely on feedback from experienced carers as to whether individual induction periods need to be extended. A probation period of six months is in place for new care staff.

Staff rotas viewed were easy to read, completed four weeks in advance and clearly stated the hours worked per day. The Regulation Officer viewed four weeks of rotas and was satisfied they met the standards.

Is the Service Effective and Responsive

Assessing the organisation of the service so that care receiver's needs are respected and met.
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A discussion with the Registered Manager reaffirmed that the company is compliant with the mandatory conditions of registration with the Commission, by keeping within the agreed hours of care and providing additional training for staff to meet the care requirements.

Notification of incidents to the Commission was discussed at length with the Registered Manager who was open and transparent about each one. The care staff acted quickly and appropriately to each incident. This meets the standards.

The service has a complaints policy which clearly stipulates how complaints will be dealt with. Since the last inspection the management team have demonstrated appropriate use of the policy and has carried out investigations within the time scales of the policy. A complaints audit form is to be implemented soon and will be completed every two months by the Operational Manager. This meets the standards.

The service has been subject to the safeguarding process and fully engaged to obtain a satisfactory outcome and make the necessary changes to improve practice moving forward. The staff demonstrated knowledge of safeguarding and how to make a referral.

The care team work collaboratively with other professionals in ensuring positive outcomes for the care receivers. This was confirmed during professional feedback where they stated, *“this agency is very approachable, friendly, responsive and thorough in their process of accepting a package of care”*. *“I enjoy working with this agency and I think they have the right balance when checking the needs of the care receivers”*. *“They navigate the dynamics of clients well and go out of their way to support challenging packages of care”*. One professional commented that *“care receivers are charged an additional fee if the carers take them out in cars and I feel it should be included in the package of care”*.

Is the Service Caring

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

The service follows their Statement of Purpose in providing *“professional, caring, experienced, and well-trained Care Assistants”*. They work in partnership with care receivers and strive to ensure carers and care receivers engage well and build trusting professional relationships. Feedback from a relative supported this; *“when the bond between two carers and my relative was not as good as it could have been, the Registered Manager sought to replace them, and this worked well”*.

The Regulation Officer examined four personal plans using the services online management system ‘Zuri.’ The system was easy to navigate and included the care receiver's profiles, medical information, details of General Practitioner (GP), Dentist, Chiropodist, Social Worker, communications, care plans with aims, goals and outcomes, and interventions, including referrals to other professionals. The plans viewed were specific to the needs and wishes of the care receivers. Advanced

directives were added to the care plans if needed following discussions with the care receiver. All plans are updated every three months or more, depending on the care needs.

Capacity and right to refuse care are discussed before the package of care starts and documented in the plans.

The Registered Manager spoke with compassion about the care receivers. It was evident through discussion that the management team have exceptional knowledge of care receivers, their families/representatives, and their care needs.

The managers complete staff supervision more than four times a year, exceeding the requirements of the home care standards. Staff are encouraged to discuss their performance, what is going well, training opportunities, duty rotas and any concerns. Staff feedback confirmed these take place and are productive in improving their practice. Annual appraisals take place for all staff. This meets the standards.

The management team show appreciation for the care staff by gifting vouchers for birthdays and other occasion gifts including easter eggs and Christmas parties over two nights to include all staff. This is a nice touch and helps the staff to feel appreciated.

Staff feedback was mainly positive about the service and included;

“Lots of training.” “training is ongoing.”

“All the managers are very approachable.”

“I would like to see the managers carrying out more unannounced visits to clients after carers have been to ensure they have done everything.”

“We have access to all the policies and are told when they are updated.”

“Sometimes if I have concerns, I don’t feel particularly listened to by the managers, we are paid to deliver great quality care.”

“Some of us have come from overseas and everything was sorted from the word go. If I have a problem, I contact the office straight away and they sort it out. Jersey is lovely and I hope to live here for a long time.”

“The company are amazing and could not have done more to help me move here.”

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.
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The Statement of Purpose was viewed at the inspection and a minor change was advised. This was rectified immediately by the Registered Manager and a new copy submitted.

The office environment is comfortable with plans to turn a second office into a small training room for staff. During the inspection the office staff were found to be professional, courteous, and happy to respond to enquiries on the phone.

Good governance has been evidenced by having appropriate policies and procedures in place, risk assessments covering the safety of both staff and care receivers, frequent audits of different aspects of the service, regular manager spot checks and feedback from staff, care receivers and relatives/representatives. Training is an ongoing process for this service covering mandatory and specialised training to facilitate all the needs of each individual care receiver. It is both online and face to face depending on the type of training. Staff confirmed this during feedback with some stating *“we are training all the time and recently it has been once a week”*.

The Regulation Officer viewed several monthly quality reports before the inspection. These followed the Commission's template and aligned with the standards. They covered recruitment and retention, staffing issues, training and development, accidents/incidents, feedback, safeguarding and complaints, health and safety and actions to be completed. One small discrepancy was discussed and will be rectified moving forward. This meets the standards.

Care receiver and relative feedback was sought during phone calls and home visits.

"The girls are all amazing. If I have an appointment, they increase the hours so that I can get shopping done and attend the appointment."

"The care is wonderful. I never feel self-conscious when they carry out my personal care."

"It's not just a business, they genuinely care about XXX and I feel safe knowing she's well cared for."

"The managers come out regularly to do spot checks and make sure I'm happy."

"On the whole I am very happy; some carers are better than others and I have a printed list so that any new girls know what to do."

"The staff are super good, and they really make an effort to ensure my relative receives the best care."

This inspection has clearly demonstrated that this service is safe, effective, responsive, caring, and well-led.

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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