



**Jersey Care
Commission**

INSPECTION REPORT

4Health Home Care Agency

Home Care Service

**Unit 1, Harbour Reach
La Rue de Carteret
St Helier
JE2 4HR**

5 and 8 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 4Health Home Care Agency. The service's offices are close to a medical practice and pharmacy in St Helier.

In accordance with the statement of purpose, it provides nursing, personal, domestic, and social care to adults over the age of eighteen who live in their own homes. The length of visits varies depending on the assessed needs of care receivers and ranges from short visits to live-in care arrangements.

Regulated Activity	Home Care Service
Mandatory Conditions of Registration	Type of care: Nursing, personal care and personal support Category of care: Adult 60+, dementia care, physical disability, learning disability, autism, mental health, end of life care. Maximum number of personal care/ support hours of care that can be provided: More than 2,250 hours per week Maximum number of nursing care hours that can be provided for nursing care: 30 hours per week Age range of care receivers: 18 years and above

Discretionary Condition of Registration	None
Dates of Inspection	5 and 8 April 2024
Times of Inspection	1.45pm – 4.00pm and 9.00am – 10.30am
Type of Inspection	Announced
Number of areas for improvement	None
Number of combined personal care/ personal support and nursing hours delivered on the day of the inspection	3,100 hours of care delivered during the week of inspection (175 visits completed on 5 April)

4Health Home Care Agency Limited operates the Home Care Service. A Registered Manager has held the position since the service was initially established and later registered with the Commission.

Since the last inspection, completed on June 22, 2023, the Commission has received notifications from the service in accordance with the Regulations and additional communications from the Registered Manager whenever issues have arisen.

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 was a very positive inspection visit, and the findings showed that the service continues to operate in line with its Statement of Purpose and meets the Standards reviewed on this inspection. Care receivers and representatives said they were pleased with the service and felt the care and support were of good quality, and their care workers were reliable and regular. They described their care and support as tailored to their needs, and this ethos was reflected in care records, discussions with the staff team and feedback from external health and social care professionals.

The service employs registered nurses and care staff. Care receivers, the Registered Manager, and health and social care professionals regarded the nursing team's support as a significant strength. The staff team was clear about their roles

and responsibilities, escalation pathways, and communication within the whole service, which is a strength.

The staff team were found to be professional, committed, focused and responsive to the needs of care receivers, and they said this ethos was strongly encouraged by the Registered Manager. Staff are recruited safely and inducted comprehensively. They are provided with ongoing supervision, training and further development opportunities. The Registered Manager has complete oversight and input into how the service operates daily and is visible to staff, families and care receivers. There are high-quality systems in place to ensure the provider representatives are aware of how the service is running, and the systems for quality monitoring are consistent with the Standards and provide a continuous review of the service.

The service upholds its safeguarding responsibilities and liaises with relevant health professionals when indicated. The service was found to deliver safe and effective care and support, and this inspection revealed no areas for improvement.

INSPECTION PROCESS

This inspection was announced, and it consisted of two visits to the service's office. It was completed on 8 April 2024. The inspection was organised with the Registered Manager five days before to ensure they would be available to 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**

¹ The Home Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.ie/Standards/>

- **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 seven care receivers and three of their representatives. They also spoke with the Registered Manager, registered nurses, and office and care staff. Additionally, two health and social care professionals external to the service provided feedback.

As part of the inspection process, records including quality monitoring reports, care records, complaints, meeting reports, falls logs, nutrition plans, medication competency records, written agreements, and staff files were examined. The Regulation Officer also observed a daily team handover meeting.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager.

This report outlines our findings and includes areas of good practice identified during the inspection.

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.

This inspection found that the service operates according to regulatory requirements, the mandatory conditions on registration, and the Statement of Purpose.

The Registered Manager regularly monitors the hours of care provided to individuals to ensure sufficient staff availability and flexibility to adapt to any changes in care

needs. On the day of inspection, 175 visits were made to care receivers. Care receivers all said their visits were scheduled as expected, and their care workers were always on time and reliable. They confirmed they had not experienced any missed calls and were always informed about any changes to their rota, demonstrating effective and safe communication by the service.

Samples of staff files showed that the service takes recruitment seriously and recruits all new staff robustly. The records and discussion with the Registered Manager showed that all required checks are obtained and in place, before staff start work. Where workers from overseas are recruited, the service requests criminal records checks from their country of origin and obtains other relevant checks regarding immigration requirements.

The records showed that new staff had completed an induction programme. This included the provision of essential training, introduction to policies and procedures and shadowing a more experienced staff member during the initial phase of employment. The registered nurse team actively supports new care staff through their induction by assessing practical skills and providing tailored training and information about care receivers' needs and health conditions.

The Registered Manager described this process as helping new staff feel confident in their abilities and also as a means of contributing to the overall quality and consistency of care provided by the service. The induction process incorporates the code of practice for care workers. Records showed that new care workers are observed closely during the induction period, and their performance against the code of practice and the service's expectations is assessed.

Staff spoken with told the Regulation Officer that their induction was delivered at their own pace, detailed, supportive and comprehensive. They said they felt better equipped to carry out their role and duties as a result, and one care worker said they had been able to apply the theory of manual handling into practice during their induction. Another care worker said they had learned about the importance of nutrition and healthy eating.

Staff were aware of the service's approach to quality monitoring and knew their practice would be monitored through spot checks, which they viewed positively. They described these checks as beneficial and felt reassured that their practice was monitored and they were meeting expectations. They also said they were encouraged to contact the management team with concerns at any time and felt confident to do so. They gave examples of situations when they contacted the on-call team for advice and said they had always received positive responses and felt well-supported overall. The records highlighted no concerns regarding staff practice during spot checks.

The structures in place for staff supervision were explained by the Registered Manager and one of the registered nurses. Samples of supervision records were seen in staff files, which confirmed the Standards relating to one-on-one supervision arrangements are adequately met. Staff said they received supervision from various supervisors and also described there were always additional opportunities for reflective discussions on practice and other relevant issues at times in between their formal supervision discussions. Both the Registered Manager and registered nurse described the value of supervision and said it was valuable for staff development and continuous improvement. One of the registered nurses said it helped their professional development.

The Registered Manager continually monitors the staff team's working hours to ensure they do not work excessive hours. The working hours for care staff providing live-in care packages were explained, which confirmed they have adequate rest periods and breaks in line with employment requirements.

Care receivers and their representatives were aware of whom to contact if they had any concerns or complaints to raise about the service. The service has a detailed and precise complaints guide made available to care receivers and their families, demonstrating its commitment to transparency and accountability.

All care receivers felt confident raising issues directly with the service and felt assured that they would be handled appropriately. One care receiver told the Regulation Officer that they had previously expressed dissatisfaction with one aspect

of their care regime, which was respected and responded to immediately to their satisfaction. They said this response empowered them to voice their concerns and strengthened their trust in the service.

The complaints log was reviewed from the last inspection, which noted that two issues had been raised. The records showed how they had been managed, investigated and resolved to the complainant's satisfaction. The monthly quality monitoring reports, the daily team handover and the Registered Manager's report to the Provider include addressing complaints, demonstrating the service's commitment to responding to feedback and a thorough approach to managing complaints.

Staff confirmed they had access to the service's policies and procedures and found them helpful. Samples of policies were reviewed, which were found to be clear and easy to navigate. The Registered Manager gave an example whereby one staff member was thought not to have followed one of the service's policies, which was to be addressed through supportive communication to clarify the expectations for adhering to policies.

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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The Regulation Officer was informed by care receivers, their representatives, and external health professionals that the service was effective, that they were satisfied with care delivery, and that their expectations were met. A range of records showed that the service carries out regular reviews with care receivers regarding their care needs. This was observed during the team meeting discussion, and care receivers told the Regulation Officer that they always felt listened to by care staff and the nursing team, who were always seeking their views and opinions on how their care is delivered.

The service's approach to managing falls was explained by the Registered Manager. Where care receivers report to staff that they have had a fall, even in cases where this has not been witnessed by care staff directly, the service implements its

falls policy. This shows a proactive response to the management of falls, and care receivers' ongoing risks of harm are assessed and monitored.

The Registered Manager provided a copy of the falls recording system, which detailed the actions taken in line with the falls policy, and evidenced communication with health professionals. During the team meeting, the Regulation Officer heard the staff team discussing a fall event. The team described the measures implemented to ensure the care receiver's safety and welfare, which showed consistency between the actions taken and the falls policy.

The service regularly communicates with health professionals regarding care receivers' health conditions and needs. Their approach was considered to be proactive, and evidence showed that the staff team recognised and predicted changes in health conditions. Care receivers' care packages were discussed during the team meeting, and one registered nurse was seen liaising with a social worker about one person's evolving needs.

The Registered Manager described a situation in which several health professionals, including the service, had collaborated to make a best-interest decision regarding one care receiver's deteriorating health condition. This recognised their inability to make a decision and communicate their preferences and showed a compassionate and safe approach to care.

External health professionals expressed confidence in the service's effectiveness in recognising and addressing changes in care needs. One health professional said "I've got trust and confidence in the service, they're very efficient and responsive to answer my queries, there's good communication in place and I know they have a team meeting daily to discuss issues, and this obviously works very well as they always know what is going on and will let me know if patients change".

Part of the registered nurse's role is to carry out an initial assessment of need and monitor the care receiver's progress thereafter, identify any changes or concerns, and adjust care plans. One registered nurse described their role as proactive in

monitoring care receivers' progress and reactive and responsive to their evolving needs.

During the inspection, a sample written agreement was reviewed that outlines the services to be provided and the terms and conditions. This helps care receivers clearly understand the service's responsibilities to them.

Is the Service Caring

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

Feedback from care receivers, their representatives, and health professionals external to the service told the Regulation Officer that the care and support were of a high standard and that the staff consistency was a key strength of the service. They described the service as professional, caring, and responsive in meeting and responding to care receivers' needs. Some of their comments included;

“They're always on time; they will do everything I ask, like the washing up and whatever else. It's the same staff team and they're all friendly. I see the nurse as well and she oversees and checks on the care staff. I know I'm in very good hands.”

“I have a core group of carers and they're all great. They're very relaxed and I like their company. They do anything extra when you ask them, and they always come when they're supposed to. I can do anything I want, all I have to do is ask and they'll oblige. I feel like they keep me going and give me some quality of life.”

“I think very highly of them and I'm very very happy. They're all polite, caring, friendly and easy to talk to. They're trustworthy and they do things just as I like, and they're very kind to me. Their manner is wonderful, and I trust them whole heartedly and they're just wonderful.”

“I've got no worries at all, they come when they should and they do everything for me. Before they go they always check everything and ask if I want anything extra, I see them writing in the care plan books but I don't need to get involved in that as

they do what I need. They're very dedicated and professional and I feel they're marvellous and they help me immensely."

"The carers are excellent; they really do their best. We have great communication from the whole team and we get emails letting us know what is going on and we always feel like we're kept in the loop. As a family we feel very much at peace knowing they're doing such a good job and taking care of Xxx, and it takes a lot of pressure off us. We have absolute trust in them" [from a representative].

"I'm really happy as they're all so helpful. The care staff do exactly as we want and their professionalism is very good. They are all so kind and caring" [from a representative].

One care receiver told the Regulation Officer that they felt some aspects of their care didn't always align with the care plan and could be improved, which was reported to the Registered Manager.

The Regulation Officer spoke with the administration team who manage and coordinate the rotas, and they described their efforts in providing consistent staff and letting care receivers who will be visiting them. Care receivers and staff told the Regulation Officer this was the case, and there was effective communication regarding any last-minute changes to the rota. Care receivers said they had never experienced any missed visits. During the inspection, the Registered Manager described the system to alert the management team if care workers fail to turn up for a visit as expected. The live digital tracking system was seen to be in use during the visit, indicating that staff had completed their visits as planned.

Two health and social care professionals spoke highly of the service and described how it had effectively supported care receivers. They said that the service had met care receiver expectations, professional and trusting relationships had been built, and the staff team was competent, caring, and accountable.

Samples of care plans were reviewed which showed that initial pre assessment records had been completed. These were shown to be detailed and gave an overview of the person's needs and recorded their wishes and expectations. Care

plans showed that care receivers had been involved in their development and they were written in language familiar to the individual. One example highlighted how one care receiver wanted to be addressed by the care team which showed that individual preferences and identities are respected. Another plan showed one person's preference regarding future treatments had been recorded.

Care receivers told the Regulation Officer that they were aware of their care plans and were confident that care and support were delivered appropriately and in line with their wishes. They are provided with opportunities to review and discuss their plans regularly. However, care receivers said they felt satisfied with the current level of care and didn't always feel the need to.

The staff team regularly review and discuss care receivers' needs to ensure appropriate support and interventions are provided. This was observed during the team meeting, where changes in health conditions were discussed and nursing assessments amended in response to evolving health needs.

The service emphasises the importance of nutrition and provides bespoke training to care staff to help them understand dietary preferences and cultural foods appropriate to care receivers' lifestyles. The Registered Manager explained that this concept has been invaluable, and two care workers spoke of the benefit of this knowledge in meeting care receivers' nutritional needs.

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.
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The statement of purpose was reviewed and found to be appropriately detailed regarding the nature and range of services provided, which was a true reflection of how the service operates. The Registered Manager maintains regular links and communications with the staff team, care receivers, and their families and addresses concerns. They have detailed knowledge of the care receivers and participate in meetings with the whole team so they are informed about day-to-day working practices and challenges and can address them.

Discussions with the Registered Manager evidenced a clear organisational structure within the service, and all staff who spoke with the Regulation Officer could describe their roles, responsibilities, and reporting structures. Feedback from care receivers highlighted that they knew the office staff, nurses, and management team in addition to their care workers. Some gave examples of contacting the office and management teams if they had concerns and where the management team responded promptly.

The Regulation Officer observed a well-structured daily team meeting, with discussions focusing on care receivers' changing needs, incidents, staffing, assessments, and other various aspects of the service's operation. Minutes were taken and shared with the broader team, which confirmed this happened. Staff all said they felt supported by the management team and that they were visible and available to discuss matters in person and via telephone. Staff told the Regulation Officer it was a very open, communicative organisation, and they felt they knew what was happening.

Staff described feeling valued, included, and respected in their roles and proud to be part of a hardworking, quality organisation. Several staff members provided examples of making suggestions that were listened to and used as opportunities for improvement. The Regulation Officer concluded that there is a positive, open culture within the service, and the staff team spoke positively about the overall leadership and management.

The Registered Manager described the systems in place to ensure the providers were informed and updated about the service's operation. A recent report developed for the board of directors was shared with the Regulation Officer.

Samples of the monthly monitoring reports were examined. This showed a detailed process and evidenced that an external health professional monitors the service according to the standards. Where areas for development or improvement are suggested, these are recorded, shared with, and actioned by the Registered Manager. The outcome of this quality monitoring process shows that the service is committed to making improvements and reflecting on practices to ensure it operates in line with the standards.

A review of a sample of training records and feedback from staff confirmed a robust training programme is in place which meets Standards, and staff development is encouraged and promoted. Some staff spoke of their progression within the service and said that the management team had recognised their strengths and abilities. Staff could describe the training they had been provided with and how it had been implemented in their daily work.

Care staff are supported through vocational training programmes, and all senior care workers have a Level 3 Award. One staff member is working towards a Level 5 Diploma in Leadership, and other care staff are progressing through Levels 2 and 3. The service is proactive in investing in staff's professional development, and they told the Regulation Officer that the on-the-spot training also provided by the registered nurses was valuable.

Level 3 medication training is provided for staff involved in medication administration. Before the entire course is completed, a medication administration competency framework is completed to verify staff competence. Samples of medication administration competency and assessment records were seen, and a registered nurse spoke of their role in continually assessing staff competency regarding medication administration. Records confirmed that care staff had been assessed as competent before they had been delegated nursing tasks.

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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