



**Jersey Care
Commission**

Summary Report

Tutela Jersey Limited

Home Care Service

**Ground Floor
CTV House
La Pouquelaye
St Helier
JE2 3TP**

3 and 5 April 2024

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.

Feedback from care receivers and their relatives reflects a positive image of the service, highlighting its success in establishing a cosy and inviting atmosphere within the homes of the care receivers. This feedback emphasises the service's dedication to upholding a culture of respect and empathy, where care receivers feel not only supported but also valued within their own living spaces.

The service has shown progress in its management approach within the context of home care. Nonetheless, there are specific areas of governance that need further development to align with the Home Care Standards.

The inspection has highlighted three areas requiring improvement. Firstly, it is imperative that all support workers are provided with regular opportunities for formal supervision and appraisal to discuss and address any identified issues effectively. Secondly, the service must adhere to the requirement of notifying the Commission of incidents, accidents, or events that pose or may pose a risk of harm to care receivers, as outlined in the standards. Lastly, the service must ensure that the care provided closely aligns with the individualised care plans of each care receiver, emphasising the need for a comprehensive review of these plans to accurately reflect their diverse care requirements and preferences.

Further information about our findings is contained in the main body of this report.

IMPROVEMENT PLAN

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

<p>Area for Improvement 1</p> <p>Ref: Standard 3.14</p> <p>To be completed by: 5 July 2024, three months from the date of inspection.</p>	<p>The Registered Service must ensure that all support workers regularly engage in formal supervision and appraisal sessions that adhere to the minimum requirements outlined in the Home Care Standards.</p> <hr/> <p>Response of Registered Provider:</p> <p>Tutela have been working hard to address the increase of regular staff supervisions and appraisals.</p> <p>Additional staff have been trained in Supervisor Management. Supervisor numbers have increased within the company, and supervisions are already reaching 80% completion by the end of May 24.</p> <p>Staff annual appraisals are currently being conducted and completion will be the end of June due to holidays/absence.</p> <p>Since the inspection in April, we have significantly increased the number of staff who have received their appraisals after their 4th supervision.</p>
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<p>Area for Improvement 2</p> <p>Ref: standard 4.3 and Appendix 7</p> <p>To be completed by: with immediate effect</p>	<p>The Registered Service is obligated to notify the Commission of any incidents, accidents, or potential risk of harm to care receivers, as outlined in the Home Care Standards.</p> <hr/> <p>Response of Registered Provider:</p> <p>Tutela have appointed an office-based staff member, who ensures all reportable incidents/accidents or risk of harm are reported to the JCC in a timely manner.</p> <p>Careline line - Tutela's (OS) alerts office staff of any incidents / concerns . This can then be appropriately escalated to the JCC.</p> <p>Since the inspection, all relevant notifiable incidents have been reported and this practice continues.</p>
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<p>Area for Improvement 3</p> <p>Ref: standard 2.6 and 5.3</p> <p>To be completed by: 5 July 2024, three months from the date of inspection.</p>	<p>The Registered Service must align care provision with individual care plans to capture diverse needs, wishes and preferences.</p> <hr/> <p>Response of Registered Provider:</p> <p>Since the inspection, we have introduced members of staff to support the teams with updating and ensuring the care plans are fully person centred.</p> <p>We are aiming to ensure the care plans are in a format that can be understood easily (easy read) by the clients we support.</p> <p>Staff to ensure each individual is involved as much as possible during the writing/updating of the care plans process, so that their voice is heard, and their preferences and wishes are made known.</p>
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The full report can be accessed from [here](#).