



**Jersey Care
Commission**

INSPECTION REPORT

Christies Care Ltd

Home Care Service

**1 Beaumont Business Park
Rue De Craslin
St Peter
Jersey
JE3 7BU**

25 and 27 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 Christies Care Ltd. The service's office is based in St Peter's parish.

Regulated Activity	Home Care Service
Mandatory Conditions of Registration	Type of care: Personal care and Personal support. Category of care: Adult 60+, autism, learning disability, physical disability and / or sensory impairment, mental health, and dementia care. Maximum number of combined personal care and personal support to be provided per week: 2250. Age range of care receivers: 18 years and above.

Discretionary Condition of Registration	Christies Care Ltd is required to employ a Registered Manager who is resident in Jersey within one year of registration. This must be concluded either on or before 13 July 2024.
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Dates of Inspection	25 and 27 March 2024
Times of Inspection	On 25 March 10:30 - 13:30 and 14:30 - 16:30 On March 27 10:30 – 13:00 and 14:00 - 16:00
Type of Inspection	Announced
Number of areas for improvement	None
Number of combined personal care and personal support hours delivered the week of the inspection	336 hours

Christies Care Ltd operates the Home Care service. There is a Registered Manager in place, who is also the main contact partner. The inspection was the first since the service registered with the Commission on 13 July 2023.

The discretionary condition on the service's registration was discussed. Although it has not been achieved, the Regulation Officer was satisfied that steps had been taken and were continuing to be taken to achieve it.

The Commission received an application from the Registered Provider to vary a condition on the service's registration. The application was to increase the hours of combined personal care and personal support delivery to a maximum of 2250 hours per week. The application was approved on 3 October 2024, and an updated Statement of Purpose was submitted to the Commission as part of a variation application.

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.

The inspection demonstrated many safe, effective, responsive, and caring practices delivered within a well-managed service.

Organisational structures, internal communications systems and positive team working, facilitated clear pathways for support and escalation of issues. Care record alerts prompt swift responses from the appropriate staff or department.

All staff the Regulation Officer spoke with were clear about their role and responsibilities and how they fit within the whole organisation. All staff used language that demonstrated commitment to individualised care and placing care receivers' needs at the centre of their role.

There was evidence of a caring, effective response by a carer during Storm Ciaran to enable a care receiver's safety in unusual circumstances. Additionally, the wider team supported and collaboratively worked with other agencies during and after the storm to minimize the impact on the care receiver.

Care records document care receivers present condition/situation and how to maintain or improve this, in line with the care receivers wishes. Additionally, what actions should be taken in the event of change and/or deterioration.

Overall, the Regulation Officer found the team had a strong value-based practice, delivered on a foundation of transparent processes by staff who had undergone comprehensive training.

There are no areas for improvement.

INSPECTION PROCESS

This inspection was announced and was completed on 25 and 27 March 2024. Notice of the inspection visit was given to the Registered Manager one month before the visit to ensure that the Registered Manager would be available.

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 of the information held by the Commission about this service was reviewed.

The Regulation Officer gathered feedback from one care receiver's representative. It was not possible to gain feedback directly from care receivers, and the Regulation Officer acknowledges this would have been preferable. However, it was not appropriate at the time of the inspection. There were discussions with the service's management and other staff. Additionally, feedback was provided by two professionals external to the service.

As part of the inspection process, documents, including policies, procedures, care records, staff files, training records, and the organisation's newsletters, were examined.

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.

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

This is the first inspection since the service registered with the Commission.

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.

Medication management was reviewed through discussion with the medications team leader and care workers, a review of the medication policy, care records, electronic medication records charts, and the training program. It was found to be an area of safe practice.

The medication management policy was comprehensive and includes, but is not limited to, assessment, consent, administration, record-keeping, categories of medication, transcribing, administration of medication —covering covert medication administration— storage, disposal, management of errors, and training. It details the levels of support a care receiver may require in three tiers: assist, prompt, and administer. The policy details overarching themes based on best practices and standards and provides practical guidance that is easy to follow.

The level of support required is assessed during the initial assessment and documented in the care/support plan. There was a medication summary sheet and electronic medication administration record (MAR). The MAR detailed the appropriate information, and the care records also documented the reason for the medication, side effects to observe, and actions to take if any should occur. Practices aimed to balance supporting care receivers wishes and independence and avoiding harm.

All care records are produced, stored, and accessed on the Birdie electronic records system. The system sends alerts which prompt swift responses from the appropriate staff or department.

Therefore, if a medication has yet to be documented as given when required, an alert is sent to the medication team who contact the care worker and check the reason for this. All staff involved in this process spoke of it being supportive. Only appropriately trained, competent, and confident staff are allocated to support a care receiver. Training and competency assessments met the requirements of the Home Care Standards. The service had systems and appropriately trained staff in place to avoid any incidents that may result in harm. It fostered a culture of learning from any issues in a supportive manner should they occur.

Care workers are all staff already working within the Christies Care England-based service and have worked in Jersey before. The staff will have experience with the organisational and Jersey systems and requirements and navigating the Island. The Regulation Officer concluded that this represented professional, thoughtful practice.

The files of care staff who presently or had recently worked in Jersey were reviewed. All staff had completed the initial 2-week residential training program delivered by Christies Care and appropriate ongoing training and support. The training packs for the initial training covered a wide range of topics and used a variety of teaching and learning methods. The training program has been awarded the Princess Royal Training Award twice. Staff spoke of their pride in their achievement and commitment to training and supporting staff.

Care workers from another home care service cover breaks for care workers from Christies Care, who support 24-hour live-in care packages. Staff have a 24-hour handover period between live-in carers so there is a comprehensive handover and cover if travel delays occur.

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 service has placed six notifications with the Commission since registering. Each notification was clear, precise, and factual and highlighted the follow-up actions the service was undertaking to mitigate risks. A notification related to events that occurred as a consequence of storm Ciaran and the service responded promptly to the Commission's request for further information and was proactive in keeping the Commission abreast of changes in the situation, as appropriate.

Care records and discussions with staff demonstrated the care worker's effective and responsive actions to remove the care receiver from immediate danger. Additionally, the team was prompt and flexible in supporting the care receiver's ongoing well-being. Feedback from a social care professional was that the team was responsive and communicated well with them during the unusual circumstances. They described the team as "*Excellent*" and explained their experience of the staff at Christies Care had been positive and helpful at all times.

A sample of the service policies and procedures was reviewed. The documents used language that was easy to understand and covered appropriate topics. Additionally, it was shown how the documents are shared with and accessed by all staff. The Regulation Officer advised reviewing the documentation to ensure that local legislation and Regulations, and Standards were embedded within them. The Registered Manager and the Quality and Safeguarding Manager reviewed the documentation during the inspection process. The Regulation Officer was satisfied that the amendments and additions ensured compliance with Home Care Standards and acknowledged the teams prompt response to the advice.

The inspection concluded that the staff and the organisations processes supported effective and responsive care delivery.

Is the Service Caring?

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

The referral process to commencement of care was discussed with several staff, a care receiver's representative and evidenced through care records.

A care coordinator receives and reviews the initial referral /inquiry, produces the required documentation, and allocates to the Local Area Manager (LAM). The LAM undertakes the initial assessment and creates the care/support plan. The service has a group of carers available and with appropriate training to support care receivers in Jersey. Care receivers and their representatives are given information regarding the carers to enable them to choose the 'best fit' for them. The timeframe can vary from care commencing within days or longer, depending on the situation and the care receiver's wishes.

Feedback from a care receiver's representative was that care commenced quickly. They explained the plan of care meets their relative's needs. Staff work on a rota system, and the details of this are known in advance. However, the team is flexible with changes to the plan and rota if the family requests. The team was described as *"Really helpful when you call; they answer in 2 to 3 rings,"* and when the initial assessment was being undertaken, *"The local area manager put my mind at ease."* When describing one care worker, it was explained they were able to balance when to support and when to step back which was a helpful approach for their relative.

Care records, including the initial assessment and the care/support plan, are produced, stored, and accessed on the Birdie electronic records system. The care records of the care receivers being supported at the time of the inspection were reviewed. These records contained demographic information, contact details of other professionals and agencies involved, and medical history. The records detailed the care receiver's current conditions/situations, outlined how to maintain or improve them, and how to respond in the event of a change and/or deterioration.

The records included the care receivers likes and dislikes, wishes, and preferences for care and support. There was clear continuity from the initial assessment to the risk assessment, care/support plans, care delivery, and reassessment.

Person-centred language was used in the care records, and areas of care were holistic. All staff the Regulation Officer spoke with used language that demonstrated a committed and caring approach, placing the care receivers' needs at the centre of their work.

The service website and booklet explain what services are offered and how to contact the service for more information. The information is easy to understand, and the website is straightforward to navigate for people considering using the service or if care is already being provided to them. Themes of supporting care receivers independence and the organisation's commitment to staff training are visible throughout.

The service shares office space with another registered home care service. The Regulation Officer reminded the service of the requirement to comply with the Data Protection (Jersey) Law 2018 and explored how confidentiality was being maintained in the environment. A Confidential Agreement/Memorandum of Understanding relating to the issue was present. The document details the risks and how they are to be mitigated.

The Regulation Officer concluded that the service was caring.

Is the Service Well-Led?

Evaluating the effectiveness of the service leadership and management.

Christies Care registered with the Commission in 2023; the service had been previously registered from 2019 to 2021. It is an established home care service in England, registered and regulated by the Care Quality Commission (CQC). The Registered Manager travels to Jersey to support the on-island service delivery. From discussions with staff and reviewing care records, it was evident that the already established organisational structures and internal communications systems between staff enable clear pathways for support and escalation of issues when supporting care receivers in Jersey.

All staff the Regulation Officer spoke with had a complete understanding of their role and responsibilities, and these fit within the organisation to support care receivers and their representatives. The language used by all staff demonstrated a shared value of placing care receivers at the heart of their work. One care worker stated, "*work from the heart*". All staff said they felt supported and spoke of their commitment to individualised care and improving the lives care receivers.

The Regulation Officer spoke with the Registered Manager regarding her role. They described the events and meetings they had attended with other health and social care professionals and services in Jersey. The Regulation Officer received feedback from a professional who spoke positively about the relationship and gave examples of collaborative working. These demonstrated a proactive approach to developing their understanding of the landscape of services and building working relationships to support care delivery. The service is being delivered in line with its Statement of Purpose.

There was clear evidence of a positive organisational culture, with values reflected in the attitudes and behaviour of all staff, a focus on learning and improvement, embedded systems and processes, collaborative and caring practices.

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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