



**Jersey Care
Commission**

INSPECTION REPORT

LV Home Care

Home Care Service

**Second floor
24 Beresford Street
St Helier
JE2 4WN**

6 & 13 June 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 LV Home Care. The service is situated in St Helier.

Regulated Activity	Home care service
Mandatory Conditions of Registration	Type of care: Personal care and personal support Category of care: learning disability, physical disability and/or sensory impairment, autism, adult 60+, dementia, substance misuse, mental health Maximum number of combined personal care and personal support: 2249 hours Age range of care receivers: 18 years and above Discretionary conditions – Registered Manager to complete level 5 vocational qualification

Dates of Inspection	6 June & 13 June 2024
Times of Inspection	10:30- 15:45 & 14:00- 14:45
Type of Inspection	Announced
Number of areas for improvement	None
Number of combined personal care and personal support delivered during the week of inspection	669 hours

The Home Care service is operated by LV Care Group, and there is a Registered Manager in place.

The discretionary condition on the service's registration was discussed, the Registered Manager advised having started the Level 5 vocational qualification in February 2024 and that it is going well.

Since the last inspection completed on 12 September 2023, the Commission received an updated copy of the service's Statement of Purpose. This was submitted in January 2024 following the appointment of a new Registered Manager.

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 safety of LV Home Care was evaluated in terms of risk assessments, staffing, and medication management. The service, which accepts referrals from various sources, conducts comprehensive assessments and reviews care plans regularly.

Staffing levels are adequate, with ongoing recruitment and mandatory training.

Medication management includes staff competency checks, regular reviews, and a robust policy framework.

An information technology (IT) upgrade is underway to improve policy access.

The effectiveness and responsiveness of LV Home Care were evaluated based on assessing need, collaborative working, and consent to care. LV Home Care conducts comprehensive pre-assessments, collaborates with various services, such as Family Nursing and Home Care (FNHC) and social work teams, and ensures staff are trained in relevant laws. Consent is prioritised, and 'Do not attempt cardiopulmonary resuscitation' (DNACPR) orders are managed carefully. The service is praised for its responsiveness, flexibility, and effective collaboration with other agencies to benefit care receivers.

The caring nature of LV Home Care was evaluated on personalised care and staff well-being. Personalised support includes aiding a care receiver with autism to access activities and assisting a socially anxious individual in community engagement. Care plans focus on promoting independence. Staff well-being is supported through quarterly meetings, recognition programmes, and social activities. Feedback from care receivers and professionals highlights the service's kindness, efficiency, excellent communication, and person-centred approach.

The leadership of LV Home Care was evaluated based on workforce equality, diversity, and inclusion, roles and responsibilities, governance and policies, and training. The service has a diverse workforce, matching staff to care receivers to overcome language barriers, and respecting cultural celebrations. Wide ranging policies and IT systems support record-keeping and governance. Regular audits and spot checks ensure quality. Staff training meets mandatory standards, with additional training provided. Feedback from staff highlights management's supportive, communicative, and flexible approach.

INSPECTION PROCESS

This inspection was announced and was completed on 6 & 13 June 2024. Notice of the inspection visit was given to the Registered Manager two days before the visit. This was to ensure that the Registered Manager would be available during the visit. The inspection was completed by two regulation officers on the first day of inspection and one Regulation Officer on the second day.

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 reports.

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

As part of the inspection process, records including policies, care records, incidents and complaints 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

At the last inspection, one area for improvement was identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that the improvement had been made. This means that there was evidence of an up-to-date spreadsheet monitored weekly to ensure that staff did not exceed their contracted 48 hours per week. The Regulation Officer reviewed a sample duty rota and found staff to be working within the 48 hours contracted.

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.

Regulation officers evaluated the safety of the LV Home Care service based on three primary areas: risk assessments, staffing, and medication management.

LV Home Care Service accepts referrals from social workers, individuals directly, and family members. They provide information to the adult social care team, which allows social workers to assess availability. When a care receiver is referred from the hospital, LV Home Care comprehensively assesses the care receiver needs. Upon discharge, the Registered Manager, deputy, or senior staff member conducts the first visit.

The Registered Manager, deputy, or senior staff continuously gathers daily updates to update care plans. Post-service initiation there is a one-month review, during which care receivers are asked to sign their care plans.

Specific risk assessments are performed to ensure safety. For lone working, procedures are in place to ensure the safety of staff working alone. Regular health and safety risk assessments are conducted to maintain a safe working environment.

Additional inspections are performed for staff with health conditions such for example, staff with asthma are not assigned to homes where smoking occurs. Staff with mental health concerns are provided with additional breaks if necessary.

LV Home Care uses a recognised pressure ulcer assessment scoring tool for pressure care and conducts risk assessments for catheter care. Behaviour support plans are developed and agreed upon for those requiring additional support from care receivers.

When considering staffing levels at LV Home Care, the Registered Manager advised that they currently have 41 staff members. There are 29 staff members who work within the generic home care service and 12 work with complex needs. The service is currently advertising for one more staff member to join the team.

The management of medication was also considered during this inspection. Staff undertake medication competencies and have a yearly refresher through a local training provider along with vocational training, training is delivered online and face to face. Staff who do not have medication training do not administer medication to care receivers.

Several care receivers choose to self-medicate, and in these instances, risk assessments are completed regarding the storage and collection of medication. LV Home Care provides prompts and monitoring for those who wish to have this service. If care receivers refuse medication, care staff advise them that their GP will be contacted. All care plans are completed with the care receivers. The Registered Manager carries out monthly medication reviews of medicine administration record (MAR) sheets and conducts a paper-based monthly audit review of medication. Currently, the service has no care receivers taking covert medication. However, the Registered Manager advised that they seek authorisation from a doctor and consider a Significant Restriction on Liberty (SROL) application if necessary.

The service has a comprehensive medication policy, including as required medications. Currently, staff can access LV Group's policies by attending the office.

However, a plan is in progress for the service to move to an online system, where staff can access all the company's policies via a website and phone app. The service works between two IT systems while migrating to the new one.

Feedback from two different relatives suggested:

“If there are any new staff, then LV make sure there is someone here who can tell the new carer about the situation.”

“The staff supporting go the extra mile and have enough experience to know the needs of my wife fully. I am extremely pleased that I choose LV Care over the many other companies that operate in Jersey.”

Is the Service Effective and Responsive?

Assessing the organisation of the service so that care receivers needs are respected and met.

The effectiveness and responsiveness of LV Home Care service were evaluated by considering three key areas: assessing need, collaborative working, and consent to care.

When assessing needs, LV Home Care carries out a pre-assessment, which includes gathering personal details, doctor information, and next of kin details. This pre-assessment then looks at the care receiver's daily routine and devises a care plan for care staff to follow, outlining care tasks to be delivered and considering possible risks. The care assessment covers personal care outcomes, the care receiver's sleep patterns, any risks related to sleep, mobility, social needs, background information, and the support required for social needs and any social dangers.

The assessment also addresses capacity and decision-making, identifying whether a significant restriction on liberty is required. Other areas covered include the individual's mobility, continence, nutrition and hydration, skin integrity, communication, religion and culture, medication, mental health, palliative care, the care receiver's goals and targets, and financial information regarding lasting power of attorney or delegate and property access. The assessment is signed off by the Registered Manager or deputy who completed the evaluation.

LV Home Care works collaboratively with several services. The Registered Manager advises that they find district nursing to be responsive when submitting referrals for pressure sores, wound care, skin tears, or a continence or catheter assessment. LV Home Care has also collaborated with other home care services to share care packages. For example, in one case, LV Home Care provided day shifts while another care provider handled the night shifts. This approach has successfully initiated a communication book for handovers and maintained good working relationships.

LV Home Care also works alongside the social work teams, the hospice service, the Occupation Therapy departments, and the mental health crisis team, which recently educated the staff to help them better support their care receivers. The staff have also received online training regarding mental health, with the Regulation Officer recommending expanding this training to include face-to-face in-depth learning. Additionally, LV Home Care collaborates with services such as EYECAN and Age Concern, supporting care receivers in accessing these services and maintaining their networks and connections.

The Registered Manager understands the Capacity and Self-Determination Law and the Significant Restriction on Liberty process. All staff have been trained in Jersey-relevant law, and LV Group policies reference local legislation. The initial assessment includes an area on capacity to prompt the assessor to consider this when implementing care plans. The Registered Manager advises that staff always ask for consent when delivering care and understand the importance of recording any refusals of care and sharing this information with other professionals when necessary.

When supporting care receivers who have a DNACPR order in place, LV Home Care requests a copy of the DNACPR from the GP and obtains the care receiver's medical history. These copies remain within the care receiver's home file and are placed at the front of the file so that staff are alerted to them first. LV Home Care accommodates additional requests that support care receivers' psychological and spiritual needs, such as visits to local churches with staff support.

A professional commented:

"The service overall feels responsive and effective. The managers are approachable and respond in good time. What I like about LV is that they are happy to collaborate with other agencies to benefit the client when required and are quite flexible around cooperation. They also tend to be quite flexible and responsive when I request a review with short notice. They make sure a manager is present."

Is the Service Caring?

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

Regulation officers evaluated the caring nature of the LV Home Care service, focusing on whether the care provided is personalised for care receivers and considering staff well-being.

The Registered Manager described the personalised support provided to a care receiver with autism. The staff took the initiative to help the care receiver access activities from Autism Jersey, promoting their independence. When discussing care plans, the Registered Manager highlighted that staff promote independence by only assisting with tasks the care receiver cannot do for themselves to avoid creating dependency.

Another example of personalised support involved a care receiver with social anxiety. Staff supported this individual in accessing the community, providing reassurance and compassion to build trusting relationships.

LV Home Care stated that they operate with the ethos of providing the best care possible while being kind.

One care receiver with depression and anxiety provided feedback, stating that they felt their home and choices were respected by the staff.

Care plans were strength-based, focusing on when care receivers can facilitate their care and identifying occasions when care staff should offer support, encouragement, and prompting.

The Registered Manager advised that staff meetings are held every three months in the office, with minutes sent to staff who cannot attend. These team meetings include group supervision and client discussions. LV Group nominates an Employee of the Month based on feedback from care receivers. There is also an Employee of the Quarter nominated by care receivers. The service encourages staff well-being by promoting group activities.

The Employee of the Month receives a gift, and the Employee of the Quarter receives £100. There is also an incentive for the Employee of the Year, who receives £500. The LV Group funds social activities such as Christmas parties and bowling. Staff well-being is further supported by offering priority access to the Listening Lounge service for counselling.

Upon speaking to a care receiver, they advised:

"We are delighted with LV; we have a new carer shadowing staff later today; they seem caring, always willing to talk, and efficient and pleasant."

Feedback from professionals regarding the service stated:

"The team work very well with our clients, meeting their identified needs, should these change they will contact myself and we work together for the best outcome. The manager contacts me regularly with updates and any concerns. Communication is excellent."

“I mostly have positive experience with how caring LV carers are and their person-centred approach. I currently have 2 clients with them, but I have had a few others in the past. A care receiver, receiving a few times a week support with morning preparation initially found it hard to accept help, but described the carers on review as ‘superb’. The care receiver has built relationship with them and now happy to accept help. The other client I have had 2 providers, but has recently switched to LV only, as they said they were much nicer than the other agency. They also valued the management’s caring and approachable attitude. Once I had a client who was unhappy with the carer as they felt the carer spoke to them in a patronising way. LV has changed the carer, and the client was happy after.”

Is the Service Well-Led?

Evaluating the effectiveness of the service leadership and management.
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The leadership of the LV Home Care service was evaluated by considering workforce equality, diversity and inclusion, roles and responsibilities, governance and policies, and training.

The Registered Manager described having a diverse workforce encompassing various nationalities and cultures, reflecting the diverse backgrounds of care receivers. Efforts are made to match care receivers with staff who can communicate effectively with them to support potential language barriers. Additionally, the Registered Manager accommodates staff requests for swapping workdays to allow participation in cultural celebrations, demonstrating a commitment to inclusivity and respect for cultural diversity.

A review of roles, responsibilities, governance, and policies showed that LV Group has comprehensive policies. The Registered Manager uses IT systems to store records related to the home care service. Each care-receiver has a digital folder that includes assessments, care plans, contracts, medical histories, funding arrangements, and service agreements.

Spreadsheets are maintained to track staff competencies, complaints, criminal records checks, care hours provided by staff to ensure they stay within their contracted hours, and the LV audit process.

The Registered Manager audits care documentation, care management activities, nutrition, infection control, health and safety, training, and medication. Health and safety and medication audits are conducted every three months, while all other areas are reviewed every six months. Spot checks occur every three to four months, and staff undergo a probationary induction period.

The IT system for LV Group includes HR forms, appraisal paperwork, return-to-work forms, probation records, and recruitment paperwork. Policies and procedures cover the employee handbook, induction, clinical and non-clinical codes of conduct, and other relevant forms.

The service is transitioning to a new IT system called Access, allowing staff to use handheld devices to access assessments, care plans, risk assessments, work details, supervision records, and company policies through a staff work portal.

The Regulation Officer reviewed LV Home Care's staff training matrix and found it meets the mandatory standards and that the service offers additional training. This ensures that staff are skilled in meeting the various categories of care required by their roles.

Staff working for LV Home Care shared:

"I feel like the feedback we give to management is thought about and considered when writing care plans, and as a team, we share ideas and thoughts when we have cared for a client, such as likes and dislikes, tips on the routine, where to find things, family members and things that have worked well."

"My manager always supports all staff. She listens to problems, being flexible and open to change. She communicates and engages with staff."

"I am thrilled to be part of the team with LV Home Care and enjoy working as a health care assistant."

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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