



**Jersey Care
Commission**

Summary Report

LV Home Care

Home Care Service

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

6 & 13 June 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.

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.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan has not been issued.

The full report can be accessed from [here](#).