



**Jersey Care  
Commission**

## **Summary Report**

**Personal Touch Care Services Limited**

**Home Care Service**

**The Studio  
La Chasse  
La Rue de la Vallee  
St Mary  
JE3 3DL**

## 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 organisational structure provides a clear pathway for staff to raise issues or concerns and staff gave examples of how this was followed. The policy and procedures sampled were current and appropriately referenced Jersey legislation. There was a system to review the quality of the care delivered. Improvements are required to ensure safe recruitment.

The regulation officers observed the team responding to a potential risk to a care receiver. The prompt response demonstrated the staff's detailed knowledge of the care receiver's needs.

We explored events the service had notified the Commission of. The regulation officers were assured that the team responded appropriately and advocated for the care receivers' needs.

The care records sampled contained holistic assessments and care plans that were reviewed and updated. There was evidence of risk assessment, though timeframes for following up on actions and reevaluating the risk level were unclear. Feedback regarding care was consistently positive from care receivers, their representatives, and professionals external to the service. Staff were described as caring, flexible, and responsive to professional advice and guidance.

There was evidence of a positive organisational culture where staff felt valued and supported. Supervision and training met requirements.

There are two areas for improvement as a result of this inspection.

## IMPROVEMENT PLAN

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

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 4.6</p> <p><b>To be completed by:</b> Immediately.</p>	<p>The Registered Provider must ensure that timeframes for following up on actions from risk assessments and re-evaluation the level of risk are set and communicated to all relevant parties.</p>
	<p><b>Response of Registered Provider:</b></p> <p>We have set up a spreadsheet and will chase Social workers, OT ect after 3 weeks if these referrals impact the risk assessment.</p>

<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 3.6</p> <p><b>To be completed by:</b> Immediately</p>	<p>Registered Provider must ensure all safer recruitment employment checks are complete prior to workers commencing employment and adhere to recruitment practices detailed in Appendix 4 of the Home Care Standards.</p>
	<p><b>Response of Registered Provider:</b></p> <p>We will telephone all references that come via email to confirm the references are correct. Pre employment checks will be re checked before employment can begin, dates on CV and applications will be double checked to make sure they are the same.</p>

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