



**Jersey Care  
Commission**

# **INSPECTION REPORT**

**Aurum**

**Home Care Service**

**69 Halkett Place  
St Helier  
Jersey  
JE2 4WG**

**13 May 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 Aurum Home Care.

Regulated Activity	Home Care Service
Mandatory Conditions of Registration	Type of care: Personal care and personal support.  Category of care: Adult 60+ physical disability and/or sensory impairment, dementia care  Maximum number of combined personal care and personal support hours: 2250 per week  Age range of care receivers: 60+
Discretionary Condition of Registration	Registered Manager must complete level 5 in leadership in health and social care module by 29 June 2026.

Date of Inspection	13 May 2024
Time of Inspection	13.50- 17.20
Type of Inspection	Announced
Number of areas for improvement	None
Number of combined personal care and personal support delivered during the week of inspection	304

Aurum Home Care is operated by Aurum Home Care Ltd and there is a Registered Manager in place.

This is Aurum Home Care's first inspection, since becoming registered in June 2023 the Commission has received an application from the Registered Provider to vary a condition on the service's registration. Aurum Home Care has increased the weekly hours to a maximum of 2250 and has added two additional categories of care, mental health, and dementia care.

## **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.

During the inspection of Aurum Home Care, risk assessments in various areas were reviewed and found to be clear and tailored. Staff are trained and assessed in medication administration, with policies accessible via Quality Compliance Systems (QCS). The service ensures rigorous recruitment, adheres to safer practices, and supports care receivers' independence. Positive feedback highlighted effective, person-focused care.

The service maintains high ethical standards and will not commit to insufficient care packages. They conduct thorough mobility and home assessments and ensure comprehensive care plans. Staff are well-trained, and collaboration with other services is strong. Consent practices are documented, and Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) orders are clearly communicated. Professional feedback highlighted their responsiveness and commitment to safeguarding and quality care.

During discussions with the Registered Manager, it was revealed that Aurum Home Care conducts three-monthly reviews for all care receivers, ensuring personalised care. The Registered Manager and Care Coordinator actively participate in care provision, fostering strong rapport and trust. They prioritise promoting independence and offer holistic support. Care plans are detailed and structured, addressing diverse needs. The small cohesive team of 15 staff members enjoys strong mutual support and regular supervision, promoting a positive work environment.

Aurum Home Care uses the QCS program for policies, including an induction book and handbook. High employment standards have resulted in no staff turnover or complaints since December 2023. A messaging group facilitates open communication between care staff. The service emphasises diversity and matches staff and care receivers by language and compatibility. Training is comprehensive, with plans for further development of training plans. Staff feedback highlighted supportive management, effective shadowing, and a positive work environment.

## INSPECTION PROCESS

This inspection was announced and was completed on 13 May 2024.

This inspection was announced and was completed on 13 May 2024. Notice of the inspection visit was given to the Registered Manager eleven days before the visit. This was to ensure that the Registered Manager would be available during the visit.

The Home Care Standards were referenced throughout the inspection.<sup>1</sup>

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 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 and incident reports 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.

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<sup>1</sup> The Home Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.ie/Standards/>

## INSPECTION FINDINGS

### 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.

During the inspection of Aurum Home Care, various risk assessments were reviewed, covering areas such as falls, catheter care, continence, skin integrity, nutrition, medication, and more. It was noted that the service ensures these assessments are signed by the care receiver, although some may opt not to read them. Staff members go through these assessments with the care receivers. The company also requests risk assessments from social workers and seeks handovers regarding any risks involved. Staff are insured to transport care receivers, and any transportation is also risk assessed.

For staff members, there's a process for risk assessment, some of the measures the management team will consider putting in place is additional monitoring and support to the staff members, including double up staffing, regular meetings to discuss stress levels, and increased supervision.

Aurum Home Care also conducts risk assessments for staff members with health conditions ensuring they have adequate breaks in their working day. When taking on new care receivers, health and safety risk assessments are conducted to address potential hazards. During the inspection, the Regulation Officer found the risk assessments in care receivers' files to be clear, concise, easy to understand, and tailored to their needs.

Aurum Home Care currently employs 15 staff members; they are consistently recruiting for more staff and ensure high standards in their selection process. The service utilises a program called QCS (Quality Compliance Systems) to manage all their policies, including those concerning medication and self-medication. Staff members have access to these policies via a mobile app or internet browser. Currently, four care receivers receive medication administered by staff.

Medication training is conducted through the Care College, and staff competencies are assessed by the Registered Manager to ensure proficiency in medication administration.

MAR sheets are checked by the Registered Manager, who also conducts discussions with staff regarding good practice and how to avoid medication errors. Aurum Home Care emphasises independence when working with care receivers and has achieved success in supporting individuals to transition from full assistance with medication to self-medication with no staff intervention.

During the inspection, a request was made for both the medication policy and self-medication policy to be provided to the Regulation Officer for review, these were found to be comprehensive.

The service has a policy regarding the acceptance of gifts, and the Registered Manager ensures staff are reminded of this policy during festive seasons such as Christmas and Easter. Staff members are contracted to work a maximum of 48 hours, with some on contracts of 36 or 38 hours, and the Registered Manager ensures they receive two days off in every seven.

Due to business growth, the Registered Manager and Care Coordinator often cover shifts during staff sickness or holidays, as the business grows the Registered Manager is mindful that they will need to employ more staff to cover these events. During the inspection, a sample of staff files revealed adherence to safer recruitment practices, including obtaining references and conducting relevant DBS checks. The files were well-organized, containing certificates for attended training sessions and supervision records.

Feedback from professionals included:

*“Very good practice whereby Xxx (Registered Manager) will do their own assessments of the clients care needs to ensure they are able to meet their needs in a person focused way. Xxx (Registered Manager) will communicate with social workers if there appears to be a need to increase care packages and this ensures the safety of the clients.”*

*“I have worked jointly with Aurum Care in a couple of care packages, and I have found that they are able to risk assess dynamically and implement changes to the assessment as and when required. Aurum Care also work as part of the MDT (multidisciplinary team) and the positive outcomes are noted by all professionals.”*

*“From the first phone call I had with Xxx (Registered Manager), they could not do enough to support. They spent time talking to my team to understand the individual's needs and helped to change care arrangements quickly so their needs could be met. This was new to me, so they talked me through the process to ensure the relevant professionals were informed of the change in care. They and their team provided the individual with caring and compassionate support in their final months before going into hospital and then a care home. The difference this made to the individual was huge.”*

### **Is the Service Effective and Responsive?**

Assessing the organisation of the service so that care receivers' needs are respected and met.
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The inspection focused on how the service assesses needs, it was explained that they maintain regular reviews of paperwork. Presently, they lack the capacity to accept new referrals but do normally accept them from adult social care teams, private clients, and relatives. New referrals are typically accepted based on location and availability of staff who cover different island locations.



The service maintains ethical standards, advocating for comprehensive care plans that meet the needs of the care receivers. The Registered Manager works with professional's to establish the level of need for care receivers. When an agreement cannot be reached the Registered Manager prioritises the safety of the care receiver and staff and this can result in the professional needing to find an alternative provider.

High standards are upheld in ensuring care receiver needs are met. Mobility assessments are requested from hospital alongside intervention charts and home assessments before discharge. Home visits are conducted prior to providing support to ensure a safe environment for both care receivers and staff.

The Registered Manager conducts assessments of need, developing care plans and presenting service quotes and client agreements to care receivers. These agreements are thoroughly reviewed with care receivers before signing.

Regular reviews of assessments are conducted, with adjustments made as needed. Assessment documents contain comprehensive details including personal information, next of kin, mobility needs, property access, hobbies, sensory impairments, medical history, current medications, and personal background.

Additionally, a new form has been introduced to assess general well-being, skin integrity, sleep patterns, communication, and dietary habits.

The inspection reviewed how Aurum Home Care collaborates with other services, including the delegation and acceptance of tasks. They regularly make referrals to SPOR (Single Point of Referral) and initiate support from Family Nursing and Home Care for administering insulin, pressure care, monitoring skin integrity and catheter care for certain care receivers. The service also demonstrated co-ordination with occupational therapists for hospital discharges and positive relationships with local equipment suppliers.

Aurum Home Care have collaborated with another care agency to provide two weeks of respite care for a care receiver, ensuring appropriate insurance coverage for shared care situations. Despite this, they do not plan to pursue shared care in the future, recognising the complexity to manage it effectively.

Mental Capacity Act training has recently been undertaken, facilitated by a company that follows UK legislation. Additionally, they have undergone training on significant restriction of liberty through a local training provider. It was discussed during the inspection that training on these topics must be in relation to Jersey legislation, this will be necessary for all staff to meet the mandatory requirements of home care standards.

Care receiver consent was a topic of discussion during the inspection, particularly regarding how carer's document consent. Each care receiver's home contains a file with case notes documenting every visit. The Registered Manager noted that these case notes often phrase actions in a way that demonstrates consent-seeking, such as mentioning that the carer asked the care receiver if they wanted to have a wash. This practice ensures that consent is obtained throughout the care delivery process.

When reviewing practices regarding Do Not Attempt Cardio- Pulmonary Resuscitation (DNACPR) orders, it was found that they do currently have care receivers with such orders. This information is placed at the front of each care receiver's file for easy reference. Additionally, the Registered Manager ensures that this information is disseminated to the staff messaging group, requesting acknowledgment from each staff member. If any staff fail to respond, office staff follow up with them to ensure they have seen the information.

The service has demonstrated a commitment to supporting care receivers on end-of-life pathways, collaborating closely with hospice services to provide end-of-life care. The Registered Manager explained that social workers engage in advanced care planning discussions with care receivers, ensuring that their preferences and wishes regarding future care are documented and respected. This information is then shared with the service.

There is a comprehensive complaints procedure in place, which is explained to care receivers upon the initiation of care services. Should any complaints arise, they are thoroughly discussed, and the care receiver is offered the opportunity to formalise their complaint for resolution.

Furthermore, Aurum home care states that since the beginning of their business, they have not received any complaints that led to a formal investigation. This reflects positively on the quality of their services and suggests a high level of satisfaction among their care receivers.

Professional feedback suggested:

*“I have found Xxx (Registered Manager) very responsive to deal with. They go above and beyond by taking my calls after normal working hours and will always email with information in a timely manner. This ensures good working partnerships between care provider and social worker.”*

*“Xxx (Registered Manager) responded to calls and emails quickly, ensured safeguarding considerations were always a priority and had a clear understanding of their team’s roles and responsibilities in line with the standards.”*

### **Is the Service Caring?**

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.
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During discussions with the Registered Manager, it was revealed that all care receivers undergo a comprehensive three-monthly review process, indicative of the service's commitment to personalised care.

Both the Registered Manager and Care Coordinator, actively participate in care provision, often working shifts directly with care receivers. Their compassionate approach and genuine concern for care receivers were evident during discussions, and in their heartfelt descriptions of the care they provide.

There is a consistent team of staff members dedicated to supporting care receivers, fostering strong rapport and trust between caregivers and recipients. When assessing care receivers, the Registered Manager carefully considers which staff member would best meet the individual's needs, ensuring a tailored and consistent service.

Promoting independence is a fundamental principle of Aurum's care philosophy, recognising its significance for care receivers' well-being. Accordingly, they try to minimize care packages to avoid fostering dependency whenever feasible.

In addition to practical assistance, staff offer emotional support to care receivers and their families, taking into account the holistic needs of each individual and their wider support network. This comprehensive approach highlights the commitment to providing person-centred care that enhances the overall well-being of their care receivers.

During the examination of a sample of care plans, it was evident that they encompassed a comprehensive range of areas to address the individual needs of care receivers. These areas included medical history, religious preferences, communication methods, continence management, mobility assistance, skin integrity maintenance, personal care routines, nutritional requirements, medication management, equipment utilization, involvement of family and friends, hobbies and interests, life history, and identified risks.

The care plans were structured with clear and actionable steps, outlining specific tasks to be performed during care delivery. For instance, tasks could include greeting the care receiver, emptying catheters, checking for pressure sores, and so forth. This structured approach ensures that staff have a clear understanding of their responsibilities and facilitates consistent and effective care delivery tailored to the unique needs of each individual.

Workforce well-being was discussed, and the Regulation Officer noted a strong sense of friendship among the staff team. With a small team of 15 members, they have developed close relationships. The Registered Manager emphasised a culture of mutual support, where staff readily step in to cover shifts for one another, including the Registered Manager and Care Coordinator covering holidays.

Communication among staff primarily occurs through a messaging group. Supervision records reflect a comprehensive approach, addressing actions from previous sessions, performance feedback, challenges encountered, learning opportunities, and subsequent actions. Clinical supervisions cover various aspects such as uniform/appearance, client interaction, care plan/documentation, and client feedback. Records showed that supervision is carried out at least 3 monthly with informal supervision happening more regularly.

In addition to regular supervision, the Registered Manager conducts monthly catch-up sessions with staff and occasionally shadows them to demonstrate support and involvement. Drawing from personal experiences the Registered Manager prioritises the well-being of her staff as she considers it to be the foundation of running a successful home care service.

Recognising the importance of appreciation, the Registered Manager acknowledges staff contributions with gifts during festive seasons like Christmas and Easter, typically consisting of chocolates, wine, and vouchers. This gesture reflects Aurum Home Care's commitment to fostering a positive and supportive work environment, ensuring staff feel valued and motivated in their roles.

Feedback from family members suggests:

*"My parents really enjoy the visits from the carers and are always commenting on how lovely they are."*

*"We are extremely happy with the service. I have no qualms about leaving my precious mum in their hands and I would absolutely recommend the service to family and friends."*

## Is the Service Well-Led?

Evaluating the effectiveness of the service leadership and management.

The service uses the QCS program for all their policies, which includes an induction book and handbook, ensuring comprehensive coverage of essential procedures such as whistleblowing. The Registered Manager emphasised high standards in the employment process, which has resulted in no staff turnover since December 2023. Additionally, there have been no instances of staff complaints and the Registered Manager believes that staff are aware of the channels available for raising concerns directly to her and the Care Coordinator.

Aurum Home Care highlighted their commitment to embracing diversity among both care receivers and staff, representing a variety of cultures and ethnicities. The Registered Manager ensures that staff rotas match care receivers and carers who share the same first language whenever possible. Additionally, the service prioritises matching staff members who are compatible in other ways, for example not placing a softly spoken carer with a hard of hearing care receiver to enhance communication and support.

As part of their recruitment process, English language proficiency in both written and spoken forms is evaluated, to ensure effective communication in the workplace. Staff members have access to administrative support through the QCS platform, and assistance is offered to those who may struggle with comprehension by providing opportunities to have policies and contracts read to them.

The service implements a buddy system during the induction of new staff members, pairing them with experienced colleagues to ensure understanding, particularly for individuals whose first language is not English. This comprehensive approach highlights commitment to fostering an inclusive and supportive work environment, where all staff members feel valued and equipped to provide high-quality care to their diverse range of care receivers.

Aurum Home Care provided their training matrix prior to the inspection. It was evident that care staff have completed all mandatory training requirements. Additionally, the service has plans in place to ensure completion of Capacity and Self-determination Law training within the next six months, further enhancing their compliance with regulatory requirements.

Currently, three staff members are qualified to RQF level 3, with another staff member pending qualification. Furthermore, they have four staff members trained to RQF level 2. These qualifications align with the requirements in the Home Care Standards. There is a blended approach to training, utilising both online platforms and face-to-face sessions provided by various organisations, such as FNHC, the Care College, and the Care Academy.

Feedback from staff suggests:

*“Xxx (Registered Manager) and their team have been an absolute ray of sunshine in being listened to and concerns whether it be with my clients and finding a solution to my rota or family circumstances. They’ve never made me feel I’m in the way or moaning, and in that respect Xxx (Registered Manager) or anyone in the office has never spoken to me unprofessionally.”*

*“I did receive continuous shadowing for each client I went to visit. This helped so much as I was introduced in a way that not only reassured myself, but also the client that I was entering in their home a stranger as it were. It was very useful to shadow as I was shown the routine and how the client likes the food prepped or how they like to be assisted with personal hygiene, medication and all routines of daily and nightly care to be received.”*

*“I love working for Xxx (Registered Manager). They are an amazing boss and they are always there for whatever you need. They are understanding as I have children and they make things easy to work around with my hours and days of the week. Overall I would recommend anyone come and work for Aurum, I’ve never felt so comfortable and safe working for a care company like Xxx (Registered Manager) company. I know if I ever feel not comfortable, Xxx (Registered Manager) will be right there to sort out any issues that needs to be sorted.”*

## **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.



Jersey Care Commission  
1<sup>st</sup> Floor, Capital House  
8 Church Street  
Jersey JE2 3NN

Tel: 01534 445801

Website: [www.carecommission.je](http://www.carecommission.je)

Enquiries: [enquiries@carecommission.je](mailto:enquiries@carecommission.je)