



**Jersey Care
Commission**

Summary Report

Island Home Care

Home Care Service

**PO Box 714
Jersey
JE4 0PU**

5, 6 and 18 September 2024

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SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

At the last inspection, three areas for improvement were identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed (areas for improvement will now be identified as areas for development).

The improvement plan was discussed during this inspection, and it was positive to note that improvements have been made. This includes evidence of a training matrix identifying the training required by staff members that covered all the care categories. The complaints log was shared, and evidence was provided demonstrating the Complaint Policy was followed. Spot check audits have been initiated in the home care setting, which includes observation of care and support work provided, the medication protocol being followed, asking the carer and care receiver how the provision of care is for them and is the home a safe working environment. Spot check outcomes are shared with staff, and any suggestions implemented. It is anticipated that the service will develop the audit process to give assurance that identified improvements made are embedded in practice.

4.2 Observations and overall findings from this inspection

The Statement of Purpose was reviewed as part of the inspection process, and minor amendments were made following a discussion with the Registered Manager. An updated Statement of Purpose was submitted on the second day of inspection to reflect the size of the service.

The service demonstrated strong management and governance practices, including transparent filing of invoices, audits, policies and rotas.

During the inspection, it was evident that Island Home Care provides personalised support in the home care setting, promoting independence while meeting specific care requirements, demonstrating its vision of 'putting people first.'

Feedback from care receivers and their families was positive. Staff provided positive feedback on the service's leadership and access to training and professional development. One staff member said they "would not want to work anywhere else."

The regulation officers were satisfied that there had been improvement since the last inspection and were impressed by the Registered Provider's/Registered Manager response to the last inspection and how they had addressed three areas for development.

DEVELOPMENT PLAN

There is one area for development identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Development 1</p> <p>Ref: Standard 3.1 and 3.5</p> <p>To be completed: by 18/12/2024</p>	<p>The Registered Provider must ensure that safe recruitment processes are followed and ensure there are clear and fair processes for the assessment of recruits.</p> <hr/> <p>Response by registered provider:</p> <p>Response by registered provider: We believe our current process is robust, safe, fair, and clear following a multistage recruitment process recorded on our interview log:</p> <ol style="list-style-type: none"> 1. CV by email 2. Telephone interview/WhatsApp Video Call 3. Interview at Office 4. Shadowing 5. Carer Feedback 6. Client Feedback 7. Potential Employee Feedback 8. Final Job offer made. <p>The interview log currently includes assessment criteria such as qualifications, values, medication experience, and various interview questions. However, we acknowledge that it does not provide sufficient evidence for JCC requirements. To address this, we have implemented the following improvements:</p> <ul style="list-style-type: none"> • A minimum of 2 interviewers are to sit on the interview panel • A scoring system against the assessment criteria will be used. • Answers to questions posed to the candidate will be clearly recorded on the interview log.
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The full report can be accessed from [here](#).