



**Jersey Care
Commission**

Summary Report

New Horizons Support Services

Home Care Service

**16/17 Burlington House
St Saviours Road
St Helier
Jersey
JE2 4LA**

18 & 24 October 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.

New Horizons Support Services maintains safety and quality care by adhering to policies and procedures designed to protect those they care for. Central to their approach is a risk assessment and care management process that tailors care plans using data from sources like schools and respite centres. The online platform allows staff to view and update care plans and risk assessments in real-time, ensuring they can adjust as needed. Additionally, tools such as the 'What3words' app enhance location precision, aiding staff in delivering services efficiently, even in less familiar areas.

Risk assessments cover medical, environmental, and personal care factors. They are reviewed every six months or as conditions change, under the oversight of senior staff who communicate updates across the team. New Horizons collaborates with shared care providers and community organisations like Maison Allo and Mencap to deliver coordinated, inclusive care, facilitating transitions and respite care.

New Horizons also emphasises a supportive workplace for its 34 members of staff. It offers structured supervision, training via platforms like the Open University, and additional well-being resources, including a well-being day and mental health check-ins. Overseas recruits receive relocation support to ease their transition.

Communication is regular and structured through bi-weekly senior staff meetings and quarterly team gatherings, adopting consistent and clear internal updates.

New Horizons' policies and documentation meet Home Care Standards, as evidenced by the Regulation Officer's review, which highlighted well-organised records, and a thorough medication management policy aligned with best practices.

New Horizons promotes independence and choice for care receivers, personalising activities to align with each individual's interests and needs. Staff support includes continuous training and flexible scheduling.

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](#).