



Jersey Care
Commission

Summary Report

RJ Response

Home Care Service

**RJ Response Services Ltd
Retreat Farm
Rue de la Frontiere
St Mary
JE3 3EG**

23 and 26 July 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 service has moved offices, and risk assessments effectively identified the risks of the new environment and aimed to mitigate their impact. There was safe, secure storage of sensitive information.

The team's philosophy described in the Statement of Purpose is respectful and promotes and encourages care receiver independence. Service delivery aligns with the service registration, and by design, the response element of the service is highly responsive.

The referrals are processed efficiently. The service information leaflet was clear. There was evidence the team were delivering person-centred care. There were clear, individualised care records detailing assessments, the plan of care and how the care was delivered and evaluated. The technology used for care records supported responsive practice.

Feedback from a care receiver and their representative demonstrated that staff were caring, kind, supportive, and understanding. Feedback from professionals external to the service highlighted that the team worked collaboratively with other health and social care staff and agencies. They also described staff as knowledgeable and skilled.

The team were appropriately trained and competent to deliver care and support. Managers responded to changes in the staff team by reviewing the organisational structure. Monthly provider reports were being produced.

There are four areas for improvement which are detailed within the report.

IMPROVEMENT PLAN

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

Area for Improvement 1 Ref: Standard 3.10, Appendix 5. To be completed by: with immediate effect.	The Registered Provider must ensure that care/support workers will complete a structured induction programme which will assess their competence to work in the care service.
	Response of Registered Provider: The interim manager has reviewed the existing company induction policies including; appraisal scheme, staff supervision and career development pathways, that were not implimented by the previous Manager and Deputy. This has been updated and reimplemented to include a revised induction check list and a further developed shadowing programme for new staff.

Area for Improvement 2 Ref: Standard 4.6, 9.3	The Registered Provider must ensure that policies and procedures reference relevant Jersey legislation.
To be completed by: within four months of the date of this inspection (19 November 2024).	Response of Registered Provider: We have reviewed and amended the Policies and Procedures so they contain reference to local legislation. Further to this we have engaged an external HR specialist company to produce new Policies, Procedures, Staff Hand Book and Contracts. This work is on going at time of writing.

<p>Area for Improvement 3</p> <p>Ref: Regulation 21</p> <p>To be completed by: with immediate effect.</p>	<p>The Registered Provider must notify the Commission of such incidents, accidents or other events that have posed or may pose a risk of harm to care receivers as specified in Updated notifications guidance – 2024 Children, Young People and Adult Services.</p>
	<p>Response of Registered Provider:</p> <p>The interim manager has implemented this process, since clarification has now been provided by the Inspectorate.</p> <p>The previous Registered Manager had not followed the guidelines set out by the JCC inspector.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 3.14</p> <p>To be completed by: within four months of the date of this inspection (19 November 2024).</p>	<p>The Registered Provider will ensure that all care/support workers are given regular opportunities to discuss their role and identify any issues through formal supervision and appraisal.</p>
	<p>Response of Registered Provider:</p> <p>The interim manager has re-implemented and updated the existing staff appraisal scheme and has held individual opening appraisal meetings with all staff and subsequent monthly supervisions.</p> <p>We have held several minuted staff meetings since the time of inspection. The interim manager has reinstated the regular monthly staff meetings. The minutes of which are available to all staff and the inspectorate at any time.</p>

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