



**Jersey Care
Commission**

Summary Report

Autism Jersey Adult Services 1

Home Care Service

**Autism Jersey
Century Buildings
Patriotic Place
St Helier
JE2 3AF**

4 and 10 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.

This service has many strengths and follows a model that promotes and empowers individuals to have choice and control over their lives while encouraging community engagement and the retention of as much independence as possible. There were examples of individuals who gained confidence and self-esteem by achieving specific objectives they had set for themselves and participating in new experiences.

Feedback from care receivers, families, and health professionals was complimentary of the quality and standard of support. Evidently, the support aligns with the service's ethos of promoting individuals' rights and inclusivity in the community. Staff interactions are respectful, and care receivers, their families and health professionals spoke highly of the trusting relationships they had developed with the team. Small, consistent teams are assigned to support care receivers, ensuring familiarity and a sense of security.

Staff are recruited safely, and training and supervision are provided after that, which meets the Standards. Staff provided examples of effective teamwork, with regular communication and reflective peer discussions facilitated. All staff described the Registered Manager as supportive, approachable, and receptive to staff views and suggestions for improvements.

The service has met all but one of the improvement areas identified on the last inspection. The development of welcome packs remains a work in progress; therefore, this area for improvement will remain. Additionally, the service must revise and expand upon the Statement of Purpose, clarifying the specific function of this service. The induction programme for new staff must be strengthened to align with the Standards, and the monthly monitoring procedures must report specifically on this service's compliance with the Regulations and Standards

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.

<p>Area for Improvement 1</p> <p>Ref: Standard 1.2, 1.3</p> <p>To be completed by: 2 months from the date of this inspection (10 December 2024)</p>	<p>Welcome packs/ agreement should be made available to care receivers and/ or their families, setting out the parameters of the support being provided and detailing the responsibilities of Autism Jersey and care receivers/ families.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 1.1</p> <p>To be completed by: 2 months from the date of this inspection (10 December 2024)</p>	<p>The Statement of Purpose must be revised and expanded upon to include clarification about the types of service provision.</p>
<p>Area for Improvement 1</p> <p>Ref: Standard 1.2, 1.3</p> <p>To be completed by: 2 months from the date of this inspection (10 December 2024)</p>	<p>Response of Registered Provider:</p> <p>Time has been taken to date to restructure and ensure that documentation reflects the various areas/ departments within operational support. The next opportunity to further undertake this will be in February, whereby a draft will be completed and a final version completed by 1st April.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 1.1</p> <p>To be completed by: 2 months from the date of this inspection (10 December 2024)</p>	<p>Response of Registered Provider:</p> <p>This has now been further clarified with the Regulation officer and we will look to implement this by the end of this year.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.10 Appendix 5</p> <p>To be completed by: 3 months from the date of this inspection (10 January 2025)</p>	<p>The service must expand upon the induction programme so that it aligns with the Standards and demonstrates the assessment of care workers' competencies.</p> <hr/> <p>Response of Registered Provider:</p> <p>We will be looking to introduce the care certificate as part of our induction for any unqualified staff, whilst we develop our own internal training.</p> <p>We will also implement written observations for staff members as part of the assessment of competence.</p>
<p>Area for Improvement 4</p> <p>Ref: Standard 9.2</p> <p>To be completed by: 2 months from the date of this inspection (10 December 2024)</p>	<p>The provider must report monthly on the quality of care provided and compliance with registration requirements, standards and regulations relating to this service specifically.</p> <hr/> <p>Response of Registered Provider:</p> <p>This has been discussed with the registered provider to reflect the standards specifically to the service.</p>

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