



**Jersey Care
Commission**

Summary Report

Autism Jersey – Adult Services 2

Home Care Service

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

Inspection dates:

14 and 21 November 2024

**Publication Date
18 February 2025**

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

At the last inspection, six 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.

The improvement plan was discussed during this inspection, and it was positive to note that five of the six areas of improvement had been achieved. This means that there was evidence of:

- Additional specialist training for support workers who support people living with autism.
- On-call arrangements have been reviewed to ensure staff do not undertake shift work while on-call.
- Staffing levels and care packages have been reviewed, and the service is now able to meet the volume of care packages within the number of support hours available.
- Up-to-date care plans and risk assessments are now available to staff at all times, and they have clear implementation and review dates. Supporting documentation, that staff need to be aware of, is referenced in care plans and risk assessments.
- Complaints policy and procedures are accessible to care receivers and their families, with evidence that these are regularly updated.

During the discussion of the six areas for improvement from 2023, insufficient progress had been made to address one of the areas for improvement, which stated:

- Welcome packs/agreements should be made available to all care receivers and/or their families. They should set out the parameters of the support being provided and detail the responsibilities of Autism Jersey and the responsibilities of care receivers/families.

Areas for improvement will now be identified as areas for development. As a result, the service still needs to complete this area of development.

4.2 Observations and overall findings from this inspection

The service provides a small number of complex packages of care. The care receivers each have a small team of support workers who provide packages of care in their homes between eight to twenty-four hours a day. There is evidence of continuity of support workers, helping to develop and maintain positive relationships with the care receiver.

In October, the National Autistic Society assessed the organisation and completed a quality assurance review as part of its autism accreditation programme. The initial feedback from the review was positive, but the organisation is awaiting the final report.

Since the last inspection, staffing levels have improved, and there are adequate staffing numbers to provide the appropriate packages of care. This has been achieved through the recruitment and retention of staff, along with a review of the number of care packages.

Staff are trained to an appropriate standard covering the mandatory requirements specified by the Commission as well as particular training to meet the needs of the individual care receivers. Staff are safely recruited and receive appropriate supervision.

There is evidence of person-centred care within the care planning process. The current system is being gradually replaced with a more comprehensive electronic care planning system. This change is being implemented gradually to allow staff to familiarise themselves with the system and help to reduce the risks associated with such a change process.

The Regulation Officer was satisfied that the service had appropriately addressed five of the six areas of improvement from the last inspection with the need to develop welcome/information packs remaining as work in progress.

The Statement of Purpose for “Autism Jersey – Adult Services 2”, which identifies the service provision and the function of the service, covers all of the organisation’s services. This results in some information not being relevant to this service and lacks the detail required to clearly describe what this service provides. Furthermore, the inspection also identified that monthly service monitoring needs to be service-specific rather than covering the whole organisation and improve feedback. Both of these are areas of development.

DEVELOPMENT PLAN

There were three areas 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 1.2, 1.3</p> <p>To be completed: 6 months from the date of this inspection (21 May 2025)</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>Response by registered provider: Welcome Packs will now be completed by end of April 2025 and available for distribution.</p>
<p>Area for Development 2</p> <p>Ref: Standard 1.1</p> <p>To be completed: 6 months from the date of this inspection (21 May 2025)</p>	<p>The Statement of Purpose must be revised and expanded upon to include clarification about the types of service provision specifically provided by Autism Jersey – Adults Services 2.</p> <p>Response by registered provider: A meeting is planned for 18th March 2025 to review and update the Statement of Purpose for Adult Service 2.</p>
<p>Area for Development 3</p> <p>Ref: Standard 9.2</p> <p>To be completed: 6 months from the date of this inspection (21 May 2025)</p>	<p>The provider must report monthly on the quality of care provided, including feedback from care receivers, relatives/representatives, staff and health and social care professionals, ensuring compliance with registration requirements, standards and regulations relating to this service specifically</p> <p>Response by registered provider: Questionnaires are now complete and ready for distribution for care receivers, relatives/representatives, staff, and health and Social Care Professionals. It is planned to start this in April 2025.</p>

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