



**Jersey Care
Commission**

INSPECTION REPORT

The Care Collective Limited

Home Care Service

**Suite 30
4 Wharf Street
St Helier
JE2 3NR**

18 December 2024

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity, and to encourage improvement.

ABOUT THE SERVICE

This is a focused report of the inspection of The Care Collective Limited. The service is operated from an office in the centre of St Helier and provides personal care and support to individuals in their homes.

Regulated Activity	Home Care Service
Mandatory Conditions of Registration	Type of care: Personal care and personal support Category of care: Adult 60+, Dementia care, Physical disability/ sensory impairment, end of life care, learning disability, autism, mental health Maximum number of combined personal care and personal support hours to be provided per week: 600 hours Age range of care receivers: 18 years and above
Discretionary Condition of Registration	None
Date of Inspection	18 December 2024

Time of Inspection	9:00 – 11:30 am
Type of Inspection	Announced
Number of areas for improvement	One

The home care service is operated by The Care Collective Limited, and there is a Registered Manager in place.

Since the last inspection in June 2024, the Commission received notification that the Registered Manager had completed the Level 5 Diploma in Leadership in Health and Social Care. The discretionary condition on the service was removed on 29 August 2024.

INSPECTION PROCESS

This was a focused inspection and was completed on 18 December 2024. This inspection was announced and notice of the inspection visit was given to the Registered Provider and Registered Manager two days before the visit. This was to ensure that both would be available to facilitate the visit. Two regulation officers attended on the day of the visit.

The inspection was undertaken to review compliance with the twelve areas for improvement identified at the last inspection which was completed on 19 and 20 June 2024.

The Home Care Standards were referenced throughout the inspection.¹

¹ The Home Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.ie/Standards/>

Prior to our inspection, all of the information held by the Commission about this service was reviewed, including the previous inspection report.

As part of the inspection process, records including policies, care records, staff rosters, and relevant online management systems were examined.

At the conclusion of the inspection, the regulation officers provided feedback to the Registered Provider and the Registered Manager verbally, then later by email.

INSPECTION FINDINGS

At the last inspection, twelve 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 Registered Provider informed the regulation officers that no new care packages have been taken since July 2024 in order to support the transfer of all documents to the new care management system first.

The improvement plan was discussed during this inspection, and it was positive to note that all improvements except one had been completed. This means that although the provider has ensured staff have the appropriate medication awareness training, an assessor must have the relevant training to carry out competency checks with the care staff.

Area for improvement 1:

The Registered Provider must ensure that care receivers are provided with a written agreement which states how the service will be provided to meet their needs.

Since the last inspection, the Registered Provider has introduced a Client Relationship Agreement, which gives terms and conditions of the service and a schedule of fees. It is accompanied by an engagement letter stating the start date, times and duration of visits, and weekly costs. Existing care receivers have signed the agreement, as evidenced during the inspection. When new care packages commence, new care receivers and/or their representatives will be asked to read and sign both documents. This now meets the standards.

Area for improvement 2:

The Registered Provider must ensure that initial assessments are carried out, and regularly reviewed and revised as necessary.

The regulation officers viewed three initial assessments on Care Line Live, completed in July 2024. These initial assessments demonstrated a multifaceted approach with care receivers, their family, social workers and the service. Family members have access to the information with agreement from the care receivers. This now meets the standards.

Area for improvement 3:

The Registered Provider must demonstrate transparency and clarity in its invoicing procedures, and this should be linked to the care workers times so that accurate calculation can be made. Payment methods must be clear on the invoices.

The regulation officers were shown how the online staff roster now links directly with the invoicing system on Care Line Live. When entering and leaving the care receiver's home, the staff must scan a QR code using their company-issued mobile phone.

This records when the visit starts and finishes. The system updates the invoice automatically when a visit has been completed, and invoices are generated and sent out once a month. This now meets the standards.

Area for improvement 4:

The Registered Provider must ensure that staff rosters are available, and legible to reflect full staff names, dates, and times of their shifts. They should also reflect the location and activity of all workers. The arrangements for on call support must also feature within the staffing roster.

The staff rosters were viewed during the inspection and clearly highlighted staff names, expected time of visit, check-in location, and check-out location. All rosters are accessible two weeks in advance on the company phones for staff to view. This now meets the standards.

Area for improvement 5:

The Registered Provider must demonstrate continuity of care and ensure visits to care receivers are punctual and in line with the agreed and invoiced times.

The live visit schedule on the care management system is colour-coded to show when a scheduled visit is due, when it has been completed, if visits have been cancelled, and when visits are scheduled later that day. The Registered provider stated that they have a ten-to-fifteen-minute window on either side of a visit should a staff member run late for any reason. The management team or the staff member will inform care receivers' if they are likely to be late for the visit. The Registered Provider also explained that if there is no answer at a care receiver's home, they will come back later to check and contact their next of kin or police to gain access. The live visit schedule was viewed during the inspection and now meets the standards.

Area for improvement 6:

The Registered Provider must ensure that care receivers are provided with a list of workers who will be providing care/support to them. The person receiving care should receive a copy of staffing arrangements in advance, so that they know who to expect and when.

A newly created rota preferences form is given to new care receivers before the service starts, and all existing care receivers have signed to say if they wish to receive the rota or not. Paper copies were viewed during the inspection and have not yet been uploaded to the care management system. Rotas and staff were deemed to be consistent with each care receiver. This now meets the standards.

Area for improvement 7:

The Registered Provider must ensure that care receivers are fully involved in developing their care plans which detail how their needs will be met based upon their goals, aims and preferences. They must have access to their plans.

The care management system allows online access to care plans for care staff, care receivers and their families where consent has been given. Paper copies of care plans are also kept in care receiver's homes. Several care plans were viewed during the inspection and found to be person-centred, with goals and preferences identified. The Social Worker and the home care provider review all new care packages within two months of starting and every two months thereafter. The review will include input from either the care receiver or their representative. The Registered Provider recognised that the review section on the care plans was not being utilised effectively and will ensure this is completed moving forward. This now meets the standards.

Area for improvement 8:

The Registered Provider must maintain care and other service records for at least five years, which must be available for inspection by the Commission at any time.

The Registered Provider is currently transferring archived notes from one online system to their new one and scanning paper care records to the new system. They have confirmed that records are retained for five years. The regulation officers viewed several archived care records. This now meets the standards.

Area for improvement 9:

The Registered Provider must evidence that care workers complete a structured induction programme.

The regulation officers were informed that although no new care staff have been employed since the last inspection, an online structured induction programme is in place. New staff are supplied with a staff handbook, will complete shadow shifts and mandatory training and read the policies and procedures for the service during their induction. They must read and adhere to the Code of Practice for health and social care support workers. This now meets the standards and will be evidenced during the next inspection should new staff be employed.

Area for improvement 10:

The Registered Provider will ensure that appraisals will be carried out annually.

All staff except two with valid reasons have completed their annual appraisal, and the regulation officers viewed five staff appraisals carried out in July and August 2024. The appraisals focus on health, well-being, training, and job satisfaction, which now meets the standards.

Area for improvement 11:

The Registered Provider will ensure that staff who administer medication complete appropriate training and have their competency checked on at least an annual basis.

The Registered Provider evidenced that staff administering medications have completed the Level 3 qualification. The Registered Manager currently undertakes medication competency checks; however, these were not being recorded. The regulation officers have advised further assessor training to ensure the competency of the person carrying out the checks. This will remain an area for improvement.

Area for improvement 12:

The Registered Provider will ensure that the complaints procedures are detailed and made known to care receivers. The service must keep a written record of complaints in line with the standards.

The Commission was provided with a copy of the service's complaints procedure, which includes four stages, information about the Commission should the complainant not be satisfied with the outcome, and a follow-up process. A complaints log has been created online, and a complaints form is on the website. All phone calls are recorded, of which the care receivers are aware. This now meets the standards.

Feedback from both care receivers and their representatives was mixed:

"I don't ask for the rota as I have the same carers all the time. I am very happy, and they are my friends now".

"Always the same carers, no problems getting hold of the manager".

"My relative signed an agreement but we can't find a copy of it".

"Xxx has not had a visit due to short staffing on more than one occasion".

“The Care Collective are supposed to email each week with the staff rota, but I haven’t received one yet”.

“My relative is very happy with the carer, in fact she is wonderful”.

Considering recent efforts to meet the established standards, the Commission anticipates ongoing demonstrations of improvement, as well as the thoughtful integration of new developments into practice. The forthcoming inspection will be an important opportunity to highlight the progress made thus far.

IMPROVEMENT PLAN

There was one area 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 6.7</p> <p>To be completed by: 18 April 2025, four months from the date of inspection.</p>	<p>The Registered Provider will ensure that staff who administer medication complete appropriate training and have their competency to do so checked on at least an annual basis.</p>
	<p>Response of Registered Provider:</p> <p>We are actively sourcing additional assessor training for the designated individuals responsible for conducting medication administration competency assessments. This training will be completed at the earliest opportunity to ensure compliance and best practices. Additionally, competency assessments will now be systematically recorded at least annually within our newly implemented bespoke system, ensuring thorough and consistent documentation.</p>

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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