



**Jersey Care
Commission**

Summary Report

Tutela Jersey Limited

Home Care Service

**Ground Floor
CTV House
La Pouquelaye
St Helier
JE2 3TP**

24 and 28 February 2025

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.

During this inspection, the Regulation Officer focused on how the service demonstrated being safe, effective, responsive, caring and well-led.

Staff recruitment was an area of focus. References, and Disclose Barring Service (DBS) checks met the Home Care Standards, but some areas of recruitment require improvement. Interview panels were inconsistent, job descriptions were missing from staff folders, and there was no clear system of interviewee selection.

An induction pack was in place and completed, but it was recognised that it could better emphasise staff competency to evaluate the capability and ensure that staff can meet the care receivers' needs.

Rotas were reviewed, and no concerns were found.

A training matrix was provided, and it reflected an ongoing monitoring and regular review of the service needs. Training is bespoke and tailored for the service's categories of care.

The Regulation Officer was satisfied with the service's risk assessments, which were clear and monitored regularly.

Team meeting minutes were provided during the inspection visit and showed team commitment to continue to enhance and develop the care receiver's care plans and evaluate their progress.

During the inspection visit, the concerns and complaints log, spot checks, and audits were provided. Clear documentation was present, and a regular management overview was provided. The concerns and complaints log aligned with policy.

External professionals' involvement and care package reviews were also evident. The service provides internal care reviews at least every 6 months and do this earlier if external professionals are required to be involved.

Consideration of staff wellbeing was apparent, and this was evidenced during staff's feedback.

There was evidence that social care requirements were documented in the care plans, and evidence of progress in this area was provided during the inspection process. This was also strengthened during care receivers' feedback and throughout Regulation Officer's observations.

IMPROVEMENT PLAN

There were one 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 3.3, 3.5, Regulation 17 (5, 6) To be completed: with immediate effect.	The recruitment process should fully align with the service policy and home care standards. This includes ensuring that interview panels are complete, providing job descriptions, and implementing a structured system to ensure fair and consistent staff selection.
	Response by registered provider: Tutela will review the required policy's and ensure we follow the process, and this will be incorporated into the updated policy. Tutela will ensure that we have panels in place for all interviews and all documents will be completed and filled in correctly. Tutela are in the process of providing all staff with job description and this will incorporate into the offer of employment process.

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