



**Jersey Care
Commission**

Summary Report

My Home Care Limited

Home Care Service

**9 Georgetown Mews
Georgetown Park Estate
St Clement
JE2 6QF**

9 April 2025

**Date Published
15 May 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.

This was the first inspection of the service since registration, and it was clear that the service is delivering care and support in line with its Statement of Purpose and is compliant with the registration conditions. The Registered Manager described a careful and responsible approach to developing the service and had a clear understanding of the regulatory requirements. While some areas for improvement resulted from this inspection, these were acknowledged by the Registered Manager, who was aware of the areas where improvements were required.

From what care receivers, their families, staff and external health professionals told the Regulation Officer, this service provides safe, quality care and support, with care receivers' well-being and preferences given a priority. They all described that the support provided to them reflected their preferences, was provided by a consistent, small staff team, and they had confidence in their staff team and the Registered Manager to provide for what they needed.

Staff are recruited safely, provided with an induction programme, and introduced to care receivers before they support them. Staff and external health professionals spoke of how accessible the Registered Manager is and is responsive to requests. The staffing rosters show which staff member is working at any time, and there are systems in place to check that visits are completed as scheduled. All care receivers said they received their visits when they should and knew which staff member supported them.

There are areas for improvement in completing staff competency checks to evidence their ability to work without direct supervision, to strengthen the induction programme. Additional policies need to be developed. Each staff member should have a job description and interview notes retained as part of the recruitment process, and evidence of their learning should be assessed.

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 1.4 Regulation 5</p> <p>To be completed: by 9 August 2025</p>	<p>The registered provider must ensure that a range of policies are available and accessible to people receiving care and others.</p> <hr/> <p>Response by the Registered Provider:</p> <p>As the registered provider, we fully acknowledge and are committed to ensuring that a comprehensive range of policies are readily available and easily accessible to people receiving care and others, including their families, advocates, and staff.</p> <p>We understand the importance of transparency and empowering individuals with the information they need to make informed decisions about their care and support. To achieve this, we will ensure the following:</p> <ul style="list-style-type: none"> • Accessible Formats: Policies will be made available in a variety of formats to meet different needs and preferences. This will include: <ul style="list-style-type: none"> ○ Clearly written paper copies, readily available in accessible locations within our service. ○ Electronic versions, easily accessible through our website or a dedicated portal. • Proactive Information Sharing: We will inform people receiving care and their representatives about the key policies relevant to their care and support upon admission. • Support for Access: We will provide assistance to individuals who may need support to access or understand our policies. <p>We believe that ensuring open access to our policies fosters trust, promotes understanding, and empowers individuals to be active partners in their care.</p>
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<p>Area for Improvement 2</p> <p>Ref: Standard 3.3, 6.4 Appendix 3 Regulation 17, 23</p> <p>To be completed: by 9 July 2025</p>	<p>The registered provider must ensure that job descriptions tailored to each role and person are in place, and records of the interview process are maintained.</p>
	<p>Response by the Registered Provider:</p> <p>As the registered provider, we acknowledge and will fully comply with the requirement to ensure that job descriptions tailored to each role and person are in place, and that comprehensive records of the interview process are maintained.</p> <p>We are committed to establishing and maintaining accurate and specific job descriptions that clearly outline the responsibilities, expectations, and required skills for every position within the service. These descriptions will be regularly reviewed and updated to reflect any changes in roles or individual needs.</p> <p>We will ensure that a thorough record of each interview process is maintained. This will include, but not be limited to:</p> <ul style="list-style-type: none"> • The questions asked during the interview. • The names of the interviewers and the candidate. • A summary of the candidate's performance and suitability for the role. • The rationale behind the hiring decision. <p>These records will be stored securely.</p> <p>We understand the importance of these measures in ensuring effective recruitment, clear role definitions, and fair employment practices, ultimately contributing to the high quality of care we provide.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.10 Appendix 5 Regulation 17(1)</p> <p>To be completed: by 9 July 2025</p>	<p>The registered provider must demonstrate that care workers are competent to work in the care service without direct supervision.</p> <p>Response by the Registered Provider:</p> <p>To ensure care workers are competent to work without direct supervision, we will implement the following:</p> <ol style="list-style-type: none"> 1. Comprehensive Induction Program: All new care workers will undergo a thorough induction. The induction will be assessed and completed before a care worker is allowed to work without direct supervision. 2. Competency for Independent Work: Achieved through a phased approach, care workers will initially be shadowed. Following successful completion of a supervisor assessment (including client and carer feedback), they will progress to remote supervision. 3. Regular Supervision and Appraisal: Ongoing supervision will be provided by senior staff to monitor performance, address concerns, check progress, and arrange additional support. Regular appraisals will also be conducted to ensure that staff receive the necessary support, training, professional development, and supervision required for their roles. 4. Competency Assessments: We will regularly assess care workers' competency through various methods, including direct observation, review of their work, feedback from individuals receiving care. This will ensure they possess the necessary skills, knowledge, attitudes, and ability to practice safely and effectively without direct supervision. 5. Personal Development Plans: We will work with each care worker to create a personal development plan that identifies their learning needs and outlines activities and timescales to achieve competency in specific areas. This may include further training, shadowing experienced colleagues, and reflective practice. 6. Feedback Mechanisms: We will establish mechanisms for obtaining feedback from individuals receiving care and their families about the care provided by workers who are working without direct supervision. This feedback will be used to identify areas for improvement and ensure the quality of care is maintained. <p>By implementing these measures, we aim to ensure that all our care workers are competent, confident, and capable of providing high-quality care without direct supervision, while always prioritizing the safety and well-being of the individuals they support.</p>
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<p>Area for Improvement 4</p> <p>Ref: Standard 3.11 Regulation 17 (1) (4)</p> <p>To be completed: by 9 July 2025</p>	<p>The registered provider must implement a system that includes an assessment of learning, particularly following the completion of E-learning courses.</p> <p>Response by the Registered Provider:</p> <p>We understand the critical importance of evaluating the effectiveness of our training programmes and ensuring that our staff have acquired the necessary knowledge and skills through e-learning. To achieve this, our system will include the following key elements:</p> <ul style="list-style-type: none"> • Varied Assessment Methods: We will employ a range of assessment methods. This may include: <ul style="list-style-type: none"> ○ Short Answer Questions: To assess understanding and the ability to articulate concepts. ○ Practical Tasks or Simulations (where applicable): To assess the demonstration of skills learned. • Timely Assessment: Assessments will be conducted promptly following the completion of each relevant e-learning course to reinforce learning and gauge immediate understanding. • Record Keeping: Records of assessment completion and outcomes will be maintained for each staff member. <p>We are committed to ensuring that our e-learning programmes are not only accessible but also effective in developing a competent and knowledgeable workforce.</p>
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The full report can be accessed from [here](#).