

Jersey Care Commission
Report
17th October 2019
Regulation of Care Law (Jersey) 2014

Christies Care
Home Care Service
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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.

1. The Jersey Care Commission

Under the Regulation of Care (Jersey) Law 2014 Law all providers of care home, home care and adult day care services must be registered with the Care Commission. One of its functions of the Care Commission is to carry out inspections of regulated activities such as care homes, adult day care services and home care services as specified in the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018. The primary purpose of regulation for regulated activities is to safeguard care receivers of any age who are in receipt of care and support services.

This inspection was carried out under Article 32 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

Registered Provider	Christies Care Ltd
Registered Manager	Linda Barnes
Regulated Activity	Home Care
Conditions of Registration	Medium Plus agency; Old Age, Dementia Care, Physical Disability, Learning Disability, Mental Health, Autism, Substance Misuse
Dates of Inspection	21 st October 2019
Times of Inspection	11.30-12.30
Type of Inspection	Post registration review
Regulation Officer / Inspector	David Luscombe
Number of requirements made following this inspection	None
Number of recommendations made following this inspection	None

2. About the service

The statement of purpose had been provided as part of registration documents submitted and which reflect the business model and operational practices which are carried out to support adults in their home environment by the provision of live-in carers.

The categories of care which are supported are of a wide range and with relevant training and development of the staff group provided that includes a residential induction period. The maximum number of care hours that will be provided is identified as medium plus however highlighted is the live-in component of care which equates to 84 hours per client per week by carer provision.

The current care provided at time of review is reported as being for 6 clients but with recent engagement with Health and Social Services to identify potential growth in the care that could be provided to meet demand.

3. Inspection process

This “inspection” process involved meeting with the Registered Manager (RM) and colleague (Business Development) at offices of the Jersey Care Commission (JCC) to review the registration process and mandatory/discretionary conditions which had been proposed and accepted as part of registration under the Regulation of Care (Jersey) Law 2014 Law.

As agreed prior to this meeting there were no records to be reviewed with a wider range of documentation having been provided for the attention of JCC when processing the registration earlier in the year

During the discussions it was reviewed the following items

- Client base in Jersey
- Primary category of care currently being supported
- Carers induction, training and development and support that is provided (lone worker)
- Operational policies and procedures
- Staff recruitment, policy and procedures for same
- Assessment of new clients and allocation of carer principles which are followed
- Care planning principles and record keeping
- Plans for growth and meeting objectives set from discretionary conditions

4. Summary of inspection findings

The providers submission of registration documents preceding this review demonstrated a very good standard of governance and infrastructure that is in place to support clients receiving care. Noted from this information and other reference points as business website is the recognition of best practice that has been recorded.

The RM and colleague provided a comprehensive overview of how they operate to ensure the standards for care delivery will be suitably and consistently met. Noted was the approach to a comprehensive induction period expected of all new staff which incorporates not only assessing areas of skill but also communication skills. This might be viewed as integral to that of staff who will work in isolation supporting vulnerable adults.

It was identified the target number of new clients which the provider aims to engage within a year to make it viable to employ on island RM and have local office, both discretionary conditions to be met by next year. As part of this objective some meetings with commissioners of this type of service had taken place prior to this review to promote this development and for which it was highlighted the likely demand for such services as Christies Care provides.

Broad areas of discussion took place as part of this regulatory review that incorporated a variety of subjects and with reference to standards as set out below

5. Findings

Standard 1

You will be given information that is shared in a way that you understand. This will tell you and others about the service and how you will be cared for

It was identified the process which is followed for assessment of new clients, this might incorporate a mini-assessment, full assessment and proposal sent to client/significant other. A detailed support plan with specific care needs set out in this will sent for agreement and to carers allocated to support the care package.

Standard 2

You will be cared for and helped in a way which has been planned with you

While no care plans were viewed on this occasion the information provided by the RM on this occasion suitably demonstrated the planning process and information sharing which takes place as routine. Also confirmed was the pen profile for client and carer which highlights the attention which will given to ensure joint working and collaboration takes place with a client centred approach within this.

MAR sheets, daily records sheets, fluid and dietary requirements and intake were mentioned as being recorded where indicated and all such records will be periodically reviewed by line management support systems that are in place. Also noted was the attention given to ensuring financial accountability is clearly auditable which may be an area of support needed for some clients.

Standard 3

You will be cared for and helped by the right people with the right values, attitudes, understanding and training

The attention given to providing a comprehensive induction package as an 11-day residential placement for all new staff demonstrates an exceptional approach to ensuring this standard is promoted.

The follow up support and supervision for all staff once engaged in live in care such as on-call team provides further evidence of this positive and proactive approach given to ensuring this standard is met

Standard 4

You will feel safe

Recruitment and selection of new staff was not reviewed on this occasion by sight of any records however it was clarified and confirmed the attention which will be given to carry out all due diligence before staff are employed to work with clients.

There are clear communication channels identified for raising any complaints or concerns and staff will be trained and well informed about such processes also.

Standard 5

You will be supported to make your own decisions and you will receive care and support which respects your lifestyle, wishes and preferences

As mentioned earlier the support needs of any new client will be considered and identified at the outset of care package and with matching of client to carer an important focus also that will promote like minded persons being able to build and help maintain lifestyle choices, preference and enjoyment of same.

The provider aims to engage with clients as part of quality assurance feedback and noted from discussion with the RM was some long-standing clients retained over many years which is reflective of satisfied and well supported care receivers.

Standard 6

Your care will be provided with consistency by competent care and support workers who have the necessary training and qualifications to meet your needs

The training and qualifications of staff group were not reviewed from any records on this occasion but as mentioned the attention given to induction packages and ongoing review of staff performance provided a good reference point for this standard at this time.

Information provided as part of the registration documents submitted evidenced a well-trained and competent workforce. This to include relevant QCF/RQF qualifications

Standard 7

Yours and other people's thoughts, worries and complaints about how you are cared for will be listened to and taken seriously

This was not reviewed in any detail, but the provider has very clear quality assurance framework in place. It was confirmed during discussions the expectation for notifications of such matters to be submitted to the regulator (JCC) if or when indicated and as routine

Standard 8

The care service will be well managed

The governance systems in place are comprehensive in nature as recorded in the registration documents provided earlier in the year. Furthermore, the RM has extensive experience and qualification for their role and with numerous support structures in place that include Business Manager, Care Support Teams, Pager support systems 24/7

Fee structures and accounts were not discussed in detail on this occasion, but such information has been provided in registration documents

It was discussed the discretionary conditions in place from registration that relate to local office and having RM on island by August 2020 and for which this is under review relating to business viability and client base which will need to increase. For

the purposes of a full inspection process in 2020 it is expected and anticipated this will be adequately provided and in place

Standard 9

The care service will be checked and reviewed regularly to sort out any issues and make things better for you and others

As already mentioned there are quality assurance frameworks, systems and accountability for same that are clearly identifiable within the providers operational policy and procedures and business model

Regulatory requirements identified at this inspection

Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018

There were no requirements to be made with reference to the standards discussed as part of this review.

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