



Jersey Care  
Commission

## **Summary Report**

**4Health Home Care Agency  
Home Care Service**

**9 March 2022**

## **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.

The excellent level of governance and accountability that is built into the organisational culture of the service was noted. This includes annual reporting by the Registered Manager to board members about key aspects of service delivery. There is a systematic approach to quality assurance undertaken on a monthly basis by an independent third party. Actions and key learning are identified routinely from this audit to promote safe and efficient systems of working.

It was observed during inspection and was clearly evident from discussions and/or written responses from a number of different sources as to the positive approach that is taken to promoting a high standard of care. Supporting evidence included sight of care records, policy and procedures, training and development of staff (including registered healthcare professionals), which was consistent in both quality and comprehensiveness. Face to face training is used to supplement the online modules. It was noted that a face to face module was scheduled a few days after the inspection visit from an external trainer.

The positive testimonies of care receivers who were approached for their views about the service, was also reinforced by some fulsome praise of the professionalism of its care staff, as was provided by relatives and some independent healthcare professionals.

## **IMPROVEMENT PLAN**

There were no areas for improvement identified during this inspection.

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