



**Jersey Care  
Commission**

## **Summary Report**

**RJ Response Services Limited**

**Home Care Service**

**Roslyn Farm**

**Rue du Douet**

**St Ouen**

**JE3 2HN**

**18 May 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 evidence gathered as part of this inspection shows that the service is operating in accordance with the Statement of Purpose and meeting Standards. Clients, family members and social care workers spoke highly of the service and described it as responsive, effective and meets their expectations. They described the service as professional and of a very good quality to support independent living and described the small, consistent staff team as one of its strengths.

Clients feel comfortable and safe in the knowledge of having a service that has responded to their requests for help. Their experiences confirmed that they had received constant timely care and support. Social care professionals spoke highly and positively of the service and confirmed that the service supports clients to have maximum control of their lives and to be supported in the least restrictive way possible. The operational policies and systems in the service supported this practice.

Safe recruitment practices are followed and staff are inducted and provided with training relevant to their roles. There are clear guidelines and protocols in place to support staff practice when providing a response to clients' calls for assistance to ensure all staff work within their boundaries and recognise their limitations.

The service has continued to develop since the previous inspection, with the appointment of a Deputy Manager and review of working practices and implementation of further safe systems of work. The Registered Manager is committed to continually striving to maintain and improve Standards.

There were no areas for improvement made as a result of this inspection

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection.

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