



**Jersey Care  
Commission**

## **Summary Report**

**Able Community Care Limited**

**Home Care Service**

**Office 3  
Bethlehem Centre  
La Rue des Buffes  
St Mary  
JE3 3DE**

**21 June 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.

Feedback from care receivers and their representatives was highly complementary of the support provided by live in care workers. They described that they received care that was personalised to individual needs and preferences. Family members spoke of their confidence in knowing their relatives were provided with quality care in their own homes. Care receivers felt that whilst they were informed in advance of the supply of new live in care workers to support them, they felt this could be further improved. This is an area for improvement.

The responsiveness of the service to queries and issues was described by care receivers and one health and social care professional as one of the service's strengths. The recent appointment of a locally based manager was also welcomed and described in positive terms by care receivers, care workers and health and social care professionals. The Registered Manager was committed to helping provide a good quality service and has implemented a quality assurance process, has met with care receivers and care workers and reviewed care planning systems since her appointment.

Care workers are aware of their responsibilities and providing care in accordance with individual wishes and preferences. They have a clear understanding of their roles and those spoken with described the importance of encouraging independence and respecting care receivers' choices to live their lives as they choose. Care workers said that they felt adequately trained and supported to provide care and support to the care receivers they were supporting, and this was also acknowledged by family members.

The Standards in respect of record keeping are met. Samples of care records reviewed showed that care receivers' health and social care needs are addressed, and when necessary care workers make to health professionals.

## IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<b>Area for Improvement 1</b>  <b>Ref:</b> Standard 6.1  <b>To be completed by:</b> with immediate effect	The Provider should further improve the process for the introduction of new care workers which may include the implementation of a variety of communication systems.  <b>Response by registered provider:</b> For all existing clients that Able supports in Jersey, we will ask them or their advocates as to whether, in addition to the replacement carer communicating with the current carer, they would like to speak with the new carer before they arrive, their response will then become part of their care plan. New clients will be offered the same choice, and this too, will become part of their care plan.
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The full report can be accessed from [here](#).