



**Jersey Care  
Commission**

## **Summary Report**

**Boak and Associates**

**Home Care Service**

**4 Jardin de la Chapelle  
Rue au Blancq  
Grouville  
JE3 9HR**

**10 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.

Overall, the findings of this inspection were positive. The Registered Manager engaged fully in the inspection process and ensured that all requests for information and records were fully met. In addition, arrangements were made for a care receiver and staff member to meet the Regulation Officer as part of the inspection visit. Feedback provided was consistently high, complimenting the professionalism and commitment of the staff team and Registered Manager.

The Regulation Officer undertook a review of the organisational policies and procedures. These were found to be reflective of the requirements of the Care Home Standards. Safer recruitment practices were found to be in place. There is an induction policy and checklist for new staff which will be developed as the service expands.

There are several mechanisms for staff supervision which is recorded at regular intervals. Appraisals dates have been set for later in the year once the service has had time to become established. A review of one personnel file showed that all mandatory training was noted to have been completed. There was also evidence of ongoing training and support for staff in relation the categories of care which the service is registered to provide.

Care plans showed that they were detailed, reflective of the needs of care receivers and considerate of individual wishes, preferences, and communication styles.

The team were knowledgeable, positive in attitude and demonstrated a high level of understanding of care receivers' needs. There was also strong evidence that the service works in partnership with other agencies and professionals to achieve positive outcomes for care receivers.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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