



**Jersey Care
Commission**

Summary Report

Tranquil Home Care Ltd

Home Care Service

**Jayen House
Goose Green Marsh
St Peter
JE3 8BU**

16 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 was fully met. In addition, several care receivers, family members, professionals and staff were happy to provide feedback on the service which was consistently positive. This included much praise for the Registered Manager.

There are a range of measures in place to support safe practices within the service and to identify and manage risk. Examples of this include policies and procedures, records management and reviews of service provision which include care receiver and family contributions. Out of hours on call procedures were discussed with the Register Manager. While it was recognised that there are procedures in place, this needs to be formalised. This is an area for improvement.

Recruitment practices were reviewed and the recruitment folders of eight new members of staff examined. All information relating to safe recruitment procedures was found to be in place.

There is a comprehensive induction process in place which provides appropriate learning opportunities, supervision and support for staff during the first few months of their employment. Following induction, staff are supported in their role through regular supervision, appraisal and regular competency reviews. This was found to be an area of good practice.

Training for staff was examined in detail and was found to be consistent with the requirements of the Home Care Standards. There was also evidence of appropriate training in relation to the categories of care provided.

There was evidence to support a strong emphasis on a person-centred approach to care and support. This was evidenced through care plans, feedback received, and initiatives undertaken to adapt communication to meet individual needs. This is an area of good practice.

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.

Area for Improvement 1 Ref: Standard 6 To be completed by: 2 months from the date of inspection (16 August 2022).	The Registered Provider must ensure that the service has clear written procedures for the provision of on-call and provide a rota detailing the cover provided for staff.
	Response by registered provider: On-call written procedures and on-call rota has now been implemented.

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