



**Jersey Care
Commission**

Summary Report

Les Amis (Home Care) Domiciliary Plus

Home Care Service

**La Grande Route de St Martin
St Saviour
JE2 7GS**

19 August 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 very positive. The Registered Manager was fully engaged in the inspection process and prepared documents and evidence in advance of the visit.

Feedback received from care receivers, family members and professionals was consistently high. All spoke positively of the care provided, the positive attitudes of the staff team and the professionalism of the Registered Manager.

Staff were also eager to engage in the feedback process, giving open and honest reflections of their roles and responsibilities.

The Regulation Officer undertook a review of the organisational policies and procedures in place. These were found to be reflective of the requirements of the Home Care Standards.

Training for staff was examined in detail and cross referenced with the service's Statement of Purpose and categories of care provided. Training offered is generally consistent with the requirements set out within the Home Care Standards.

There were several examples of robust safe systems of working practices within the service. This included fire safety, incident reporting, de-brief, risk assessments and recruitment practices.

Care plans showed a good understanding of care receivers' needs and were reflective of individual wishes and preferences, they also demonstrated a 'can do' approach that supported independence skills. The Registered Manager was found to be proactive in supporting care receivers to achieve their goals and aspirations,

whilst ensuring that they were equipped with the skills to manage the everyday challenges that come with living in your own home.

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](#).