



**Jersey Care  
Commission**

## **Summary Report**

**Gentle Care Limited**

**Home Care Service**

**Suite 3, Ground Floor, Tower House,  
First Tower Business Park,  
La Route es Nouaux,  
St Helier, JE2 4ZJ**

**1 September 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.

Safe recruitment processes are followed, and all staff have a period of induction before being assessed as being competent to work without supervision.

Notifications are made appropriately to the Commission. The management team identify safeguarding issues and make referrals appropriately to the Adult Safeguarding Team.

Referrals to this service are assessed by a member of the senior management team and the wishes of care receivers are considered as part of the care plan. Care plans are reviewed where there is a significant change or every six months.

The Registered Manager seeks feedback from care receivers and their relatives and takes action as a result of this feedback. Feedback from care receivers and relatives was overwhelmingly positive. This was evidence of good practice.

All staff undertake a probation period and must be signed off as competent by using an induction workbook.

Staff are provided with both statutory training and opportunities for development through the RQF Health and Social Care qualifications.

Feedback received from staff provided evidence of a supportive management team.

There were no areas for improvement for this service.

## 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](#).