



**Jersey Care  
Commission**

## **Summary Report**

**Positive Steps Limited**

**Home Care Service**

**Anderson House  
Rue des Pres Trading Estate  
St Saviour  
JE2 7QN**

**2 and 12 December 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.

This service was found to be operating within the Regulations and Standards and evidenced a well-managed and led service. Care receivers were very happy with the quality of care and support they receive. They also said that they had developed good relationships with the staff team, had confidence in their abilities and described having a service wrapped around their specific needs and preferences.

Positive feedback was also received from family members and health and social care professionals. Discussions with staff confirmed that they had good level of knowledge and understanding of care receivers' health needs and the level of support which was provided.

Care assessments are completed for new referrals and packages of care tailored around individual need. Care plans take account of assessed needs and evidenced that the service provides a responsive and flexible approach to meet those needs. The records evidenced a strong approach to care receiver participation and inclusion and tailoring their care to their specific requests and preferences. The service had a range of systems and procedures in place to enable care receivers to provide feedback about their care experiences.

Safe recruitment practices are evident, and staff are provided with an induction programme and training in a variety of topics to improve their knowledge and skills. There are a number of care staff who had completed vocational level training in health and social care and development opportunities available to them. The staff team were found to be motivated and spoke positively about the culture within the organisation.

There are no areas for improvement made from the inspection.

## 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](#).