



**Jersey Care
Commission**

Summary Report

Cambrette Care

Home Care Service

**1st Floor, Trinity House
Bath Street
St Helier
JE2 4ST**

22 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.

An area for improvement raised at the time of the last inspection in 2021 had been resolved. There is now a process in place for monthly reports and these are used to improve the quality of service provided.

Overall, the Regulation Officer was assured that good quality of care and safe procedures are followed. However, internal policies are currently UK based and do not provide links to Jersey legislation or escalation policies. The Registered Manager acknowledged that these need to be updated and this is an area for improvement.

There is evidence that complaints are considered and usually resolved by Care Managers. Records of these are kept and reported in the monthly reports.

There is a safe recruitment process in place and staff confirmed that a robust induction was in place. This induction includes training in the head office prior to staff working with care receivers. This was an area of good practice.

Care plans demonstrated person-centred care and that this service advocates for care receivers when appropriate. The service also endeavours to work with other agencies on joint care plans when necessary.

The Registered Manager was aware of their responsibilities to make notifications to the Commission where there has been an incident or in the case of an authorisation of a Significant Restriction on Liberty (SRoL).

A robust process is in place following a new referral. There was positive feedback from relatives and professionals regarding person centred care planning. Regular

reviews are undertaken and an appropriate management structure in place if there are any issues to be addressed.

The training and induction process for new employees is robust and an area of good practice. All staff receive regular supervision. There is an ongoing programme of statutory and mandatory training.

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	Policies and procedures in place must be localised with reference to the process in Jersey and relevant agencies to be contacted in the event of escalation.
Ref: Standard 9.3	
To be completed by: 30 March 2023	Response by registered provider: Cambrette has tried engaging assistance to review all policies, a company we worked with in 2021 subsequently went out of business. We will now prioritise this for 2023.

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