



**Jersey Care
Commission**

Summary Report

Family Nursing and Home Care

Home Care Service

**Le Bas Centre
St Saviours Road
St Helier
JE2 4RP**

1 and 11 November 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.

The feedback received from care receivers was that they felt happy and safe in their home with the service they receive from staff. They described that the care and support they are provided with is responsive to their individual needs and preferences. Care receivers said they were always aware of which member of staff would be supporting them and they knew them well.

The service responds when safeguarding concerns are identified and reports them appropriately both within and outside of the organisation. There are robust measures in place to identify when care calls are late or missed. There are sufficient staff available to provide care to existing care receivers.

The Registered Manager considers staffing availability, consistency, and call time allocation as part of the assessment and care planning process. Care receivers said that this had a positive impact on the service they received.

There is a significant level of oversight and governance to monitor the quality of the service. Recruitment practices were robust and confirmed that criminal records and other recruitment checks were obtained in advance of staff taking up employment. Care receivers are aware of how to raise concerns and complaints are always investigated and responded to. Samples of quality assurance records showed that there is an ongoing commitment to drive improvements and demonstrate that the service operates in line with regulatory requirements.

Staff are provided with essential training for their role and are provided with a comprehensive induction. They receive formal supervision and monitoring visits are carried out as a means of ensuring learning, developing and practice skills and quality of care is maintained.

There are no areas for improvement identified on this 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](#).