



**Jersey Care  
Commission**

## **Summary Report**

**Les Amis (Home Care) Domiciliary**

**Home Care Service**

**Les Amis Head Office  
La Grande Route de St Martin  
St Saviour  
JE2 7GS**

**15 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.

Overall, the findings of this inspection were very positive. The Registered Manager was fully engaged in the inspection process, prepared documents and evidence in advance of the visit and arranged for the Regulation Officer to meet with care receivers in their own homes.

Care receivers were eager to provide feedback and spoke positively of the staff who support them. They valued the support provided, which was pivotal in helping them to maintain an independent lifestyle. It was also evident that they had close contact with the Registered Manager who was responsive and adaptive to requests or changes in need.

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 consistent with the requirements set out within the Home Care Standards.

Safe systems of working practices were found to be in place within the service. This included fire safety, incident reporting, risk assessments and recruitment practices. A lone worker policy is in place; however, some refinement is required to establish a system for ensuring staff have finished work safely.

Care plans were reflective of care receivers' needs and focused upon the specific support required for each individual. Care receivers' opinions have been taken into account in relation to the frequency of care plan reviews and feedback on service provision. This is an area of good practice.

There are no areas for improvement made as a result of this inspection.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection

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