



**Jersey Care
Commission**

Summary Report

The Care Hub Jersey Limited

Home Care Service

**First Floor Office Suite
50 Don Street
St Helier
JE2 4TR**

16 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.

The leadership and management arrangements are effective which helps to ensure that a good quality and safe service is provided. The service has grown and developed since its initial registration and the evidence gathered from this inspection has shown that the service is compliant with the Regulations and Standards. The management team are committed to investing in the staff team and providing quality outcomes for care receivers.

Care receivers and their families had confidence in the service to provide safe and appropriate care and they consistently described feeling reassured that the staff team could meet their needs to a good standard. They said that the majority of time they were provided with a small team of care staff, who were known to them and they trusted. Care plans are developed and are easily accessible to staff and care receivers, if they wish. Samples of records confirmed that care and support is delivered in accordance with assessed needs and preferences.

Staff recruitment is done in a safe way and meets Standards. New staff are provided with an induction and had completed mandatory training prior to commencing work in the service. All staff are provided with ongoing training and can take advantage of career progression opportunities. Staff consistently described this as one of the service's strengths and there was a high morale amongst the staff team. Staff noted the importance and value of managerial presence and said that there was a supportive and open culture in relation to communication, learning and development.

The arrangements for monitoring the quality and safety of care were robust and provided assurances that the service operated in line with the Statement of Purpose. This was reflected in the fact that 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 and an Improvement Plan has not been issued.

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