



**Jersey Care  
Commission**

## **Summary Report**

**Family Nursing and Homecare**

**District Nursing Service**

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

**1 November and 14 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 is a well-managed, flexible, and adaptable service that is resilient in managing growing case load numbers and responds well to care receivers' varying and complex health needs. There was evidence of strong communication and support within the team, which impacted positively on the management of workload through careful triaging and allocation of resources. The depth of knowledge about the care receivers held by the Registered Manager and Team Leader was remarkable given the number of care receivers on the service's case load.

Care receivers spoke highly of the relationships they had developed with the district nursing team and described that their interventions allowed their health and well-being to be managed and improved. They described that the team consistently attended to their long and short-term health needs and said that they were very responsive which improved their lives immensely.

Samples of care records evidenced that care receivers' needs are thoroughly assessed, and treatment plans developed. Care receivers spoke of being fully involved and that staff are knowledgeable of the range of nursing interventions which were focussed on managing long term conditions and treating short-term illnesses.

There are effective governance and quality assurance checks in place to ensure that the service runs smoothly. Samples of governance reports showed that service achievements and areas for further development were identified and managed appropriately. A range of audits undertaken had been prioritised as quality improvement measures which focused on care receiver safety.

There are no areas for improvement identified in this inspection, with evidence that the district nursing service is a reflective service which strives to continually develop and respond to changing needs and demands.

## 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](#).