



**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 8 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.

There was evidence of systems in place to monitor, audit and review the quality of care within the service. It was positive to note that the findings from these systems were used to drive change and improvement for care receivers and/or staff.

There were also systems in place to ensure the safety of staff such as lone working policies and 'find a friend' system that staff accessed on their iPad.

A review of a sample of HR files at inspection evidenced safe recruitment practices and that all staff are suitably qualified to carry out their role.

Feedback from care receivers and relatives provided evidence of person centred and skilled care from appropriately trained staff. Care receivers spoke of their appreciation at being able to remain in their own home and receive treatment that in the past would have required admission to or a longer stay in hospital.

A sample of care plans reviewed at inspection reflected the range of support and nursing care provided by the RRRT, the plans also included clear and comprehensive assessments, evidence of consent and use of appropriate assessment tools.

There was evidence of a robust induction process for all staff, which included both organisational and service specific training. The extent of the service specific training required for both the care workers (HCAs) and registered nurses was extensive and there was evidence of a highly skilled multi-disciplinary team working within RRRT.

Staff feedback at inspection confirmed evidence of regular supervision and appraisal, staff also receive regular safeguarding supervision and are encouraged to maintain a professional portfolio.

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

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.