



**Jersey Care
Commission**

Summary Report

RJ Response Services Limited

Home Care Service

**Roslyn Farm
Rue de Douet
St Ouen
JE3 2HN**

16 March 2023

SUMMARY OF INSPECTION FINDINGS

The following is a summary of what was found during this inspection. Further information about our findings is contained in the main body of this report.

The findings from the inspection were positive. RJ Response has a clear organisational structure. Staff have clearly defined roles and responsibilities. Staffing levels are appropriate. A robust recruitment process, appropriate policies and procedures and ongoing staff support, and training are all in place and support the organisation's governance arrangements.

The responsive 24-hour Global Positioning System (GPS) Tracker alarm pendant service, welfare check, and practical and social support help care receivers regain and maintain independent living. Categories of care have been expanded to reflect this.

Care records were clear and comprehensive. The use of technology ensures easy access to up-to-date information.

Feedback from a range of sources was positive. It illustrated responsive and supportive practices.

The service meets the Home Care Standards that were reviewed as part 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](#).