



**Jersey Care
Commission**

Summary Report

Tranquil Home Care Ltd

Home Care Service

**Jayen House
Goose Green Marsh
St Peter
JE3 8BU**

4 April 2023

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 findings of this inspection were positive. Feedback from care receivers and relatives consistently praised the management and staff team for the professionalism demonstrated and the quality of care provided. This was echoed by professionals who described the team as very proactive whilst always willing to seek and take on board advice when required.

There was evidence that the service was well-led. Thorough induction and training programmes are in place, which focuses on assuring that staff have the necessary competencies to undertake their roles. There was regular liaison between the Registered Manager and the staff team. This created opportunities for staff to discuss changes in need and raise any concerns promptly. In addition, staff received regular supervision and opportunities to attend staff meetings.

Care plans and risk assessments focus on each care receiver's specific needs, wishes and preferences. All plans are considerate of the routines that people wish to maintain. Care staff have clear guidance, which ensures that care / support is delivered consistently and promotes choice and control for each individual whilst ensuring the fundamental aspects of care are provided.

The service has a proactive approach to managing risk and maintaining safety. There is a comprehensive continuity and contingency plan and a risk register.

In addition, various daily, weekly and monthly checks are in place to monitor quality and safety, including medication audits, incident reporting and fire safety.

There are no areas for improvement 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](#).