



**Jersey Care
Commission**

Summary Report

4Health Home Care Agency

Home Care Service

**Unit 1, Harbour Reach
La Rue de Carteret
St Helier
JE2 4HR**

22 June 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 from this inspection shows that the service is well organised and managed. The leadership arrangements put care receivers at the heart of the service and ensure that the care is consistently high quality, creating a positive culture. Care receivers, their families, and health care professionals felt assured the service was safe, effective, and responsive to individual needs. Care receivers said their dignity, privacy, and autonomy were promoted and described the care they receive as compassionate and considerate.

One of the service's strengths was communicating with care receivers, their families, and other relevant stakeholders involved in their care. Staff confirmed good working relationships, and the management responded to concerns. Assessment and care planning arrangements were robust, and plans were personalised to meet care receivers' needs and preferences, and their input into plans was sought.

Staff are recruited safely and provided with training opportunities, supervision, and appraisals. They felt valued by the service and highlighted it was an open, supportive organisation committed to providing good care and support. A solid governance and quality assurance structure was embedded into the service. Quality and safety audits are carried out, which are then acted upon to improve outcomes.

Appropriate policies and procedures are in place, which are available to staff to underpin their practice. Care receivers spoke highly of the quality of staffing provided and felt they were well-trained and motivated.

Evidence taken together shows this service is working hard to provide consistently high standards of care and support; there are no areas for improvement arising from 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](#).