



**Jersey Care  
Commission**

## **Summary Report**

**Complete Individual Home Care (CI Home  
Care)**

**Home Care Service**

**Suite 3  
Longueville Business Centre  
Longueville Road  
St Saviour  
JE2 7SA**

**29 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 service has a clear organisational structure, which is proportionate to the size of the service. Staff were clear about their roles and responsibilities and when to refer any concerns/ask for support.

Staff are recruited safely, and they said they felt supported by the Registered Manager and Deputy Manager and received regular supervision and appraisal. There was evidence of appropriate mandatory and statutory training. Staff also have access to service-specific training and are supported to complete the Regulated Qualifications Framework (RQF) at Levels 2, 3, and 5 should they wish to do so.

There was evidence of monthly reports, audits, and staff and service users' surveys to ensure adequate quality monitoring and assurance of the service in line with the Standards.

Feedback from care receivers/relatives provided evidence of person-centred care with attention to detail. Staff and service users described receiving continuity of care as much as possible and a responsive management team if a query/minor concern was raised. Feedback from a health professional described 'joint working and assessment' with the service and a 'compassionate approach' to care.

Care receivers and relatives commented positively concerning the assessment process before commencing a care package with the service, and two relatives confirmed that the contract was also clearly explained. The service user agreements are filed in the care plans and care receivers receive a sample agreement in their welcome pack.

Care plans are stored in both hard copy format and electronically. A sample of four care plans were reviewed during the inspection. These were clearly organised and contained appropriate risk assessments. There was evidence of promoting care

receiver choice and independence, for example with respect to daily routine and activities.

There was evidence of policies and procedures to ensure the safety of staff and care receivers. For example, medication practices and policy, the lone working policy, and the gifting policy. In addition, the electronic staff rota ensures adequate staffing cover, and any missed visits are flagged after ten minutes.

There were no areas for improvement identified at 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](#).