



**Jersey Care
Commission**

Summary Report

Personal Touch Care Services Ltd

Home Care Service

**The Studio
La Chasse
La Rue de la Vallee
St Mary
JE3 3DL**

Date of inspection

16 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 the inspection were positive. Each of the staffing levels, governance structure and pathway for escalating any issues or concerns, align with the service's Statement of Purpose.

Feedback from care receivers, their representatives and social care professionals who work alongside Personal Touch was consistently positive. The team's person-centred approach and flexibility from initial assessments through to the delivering of ongoing care and support, and the knowledge of staff members, were praised.

Collaborative working within the scope of practice and recognising when to refer to other services are noted as areas of good practice.

Personal Touch takes a proactive approach to hearing the views of care receivers and their representatives and responding to them.

The service meets the Home Care Standards 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](#).