



**Jersey Care
Commission**

Summary Report

Orchid Care Services Limited

Home Care Service

**9 Bond Street
St Helier
JE2 3NP**

12 and 17 July 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 management and staff team have continued to develop the good standard of practice seen at the last inspection. The support provided to care receivers were considered person-centred, well-organised, and responsive. The management structure, systems in place, and staff team in collaboration help ensure an efficient and safe service. Care receivers expressed that they were very happy with the standard of service provided and felt their lives were improved by having the staff team support them. Care receivers described the level of consistency and continuity as very good, and they appreciated this.

The service safely recruits staff and provides them with a detailed induction and opportunities for training after that. Arrangements are in place for staff supervision and appraisals. The Standards relating to these areas were found to be well met. Staff felt valued by the service and had confidence in the Manager's abilities. The Registered Manager monitors the number of care hours provided weekly to ensure the service works within the conditions of registration and cross-references against staff availability.

Areas of good quality were identified regarding care planning, which evidenced the service communicates with, listens to, and values the views and wishes of care receivers. The service's quality monitoring and governance systems were exemplary and consistently in line with the Regulations and Standards, which showed the service continually reviews its operation and identifies improvement opportunities.

Health professionals commented favourably on the service. Where there are changes in care receivers' needs, health professionals are informed, and the Manager works in close partnership with external agencies.

There are no areas of improvement 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](#).