



**Jersey Care
Commission**

Summary Report

Boak and Associates

Home Care Service

4 Jardin de la Chapelle

Rue au Blancq

Grouville

JE3 9HR

27 July 2023

SUMMARY OF INSPECTION FINDINGS

The following is a summary of what was found during this inspection. Further information about our findings is contained in the main body of this report.

Overall, the findings of this inspection were positive. The Registered Manager has a clear understanding of her role and responsibilities. The organisation's structure, governance framework and staffing levels are appropriate to the size and complexity of the service. There are a comprehensive range of policies and procedures, and monthly provider reports are compiled in line with Standards.

Feedback was consistently positive from care receivers, their representatives, and professionals. There was clear evidence of individualised care and support and holistic care planning. There were detailed examples of how care receivers were enabled to live a full life and thrive in all aspects of life, and this was evidenced in care records.

Staff had appropriate qualifications to undertake their roles. Staff's knowledge, skill and understanding of supporting people with brain injuries was evident and their approach was committed and flexible. The Regulation Officer observed the team's skills in balancing a care receiver's choice and safety.

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](#).