



**Jersey Care  
Commission**

## **Summary Report**

**Family Nursing and Home Care**

**Rapid Response and Reablement**

**Home Care Service**

**Le Bas Centre  
St Saviours Road  
St Helier  
JE2 4R**

**16, 17, 21 and 22 August 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 inspection found the organisation and service well managed with a clear structure and governance framework. The Registered Manager has a complete understanding of their role and responsibilities. Staff spoke highly regarding how they were managed and of positive team working.

Feedback from care receivers and their representatives was consistently complementary regarding the care they received and the staff, skill and approach. Care receivers described feeling safe and respected. It was noted the multidisciplinary structure of the specialist team was able to support care receivers changing needs and avoid or shorten hospital admission.

Feedback from professionals external to the service was that the staff had a high level of clinical knowledge and skill, were responsive and advocated for care receivers.

The care records reviewed demonstrated comprehensive initial assessments and appropriate care planning. There were examples of innovative practices that were person-centred, safe and collaborative.

Staff recruitment, induction, education and development, systems of appraisal and supervision met the standards by which they were inspected.

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