



**Jersey Care
Commission**

Summary Report

Family Nursing and Home Care

Home Care Service

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

16 and 17 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.

Care receivers spoke highly of the service and were very positive about the care they received. They highlighted seeing familiar care workers and accuracy with care call timings. Samples of care records and discussions with care receivers confirmed that care is delivered in line with individual preferences and assessed needs and takes into account personal choice. Personal plans and care records are always available for care receivers, and they described staff as flexible and adaptable in providing care and support.

The Registered Manager has oversight of the service, and there is a clear management structure in place which is known to staff and care receivers. All care receivers knew who to contact and how they would raise concerns if they needed to, but confirmed they had no worries about the service.

Staff are recruited safely, and the service follows best practices when appointing new staff. Support and development of staff is one of the service strengths, and all staff have supervision, appraisals, training and their work performance monitored.

There are development opportunities available for staff also. Staff reported immense satisfaction working in the service and described it as supportive and inclusive. Staff were very clear about their responsibilities and the expected Standards they must work towards.

There is adequate oversight of the service and reliable systems in place to support safe care delivery, and the service upholds its responsibilities to protect and advocate for care receivers.

No areas for improvement were identified from this inspection, which focused on three key themes: service management, care and support and 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](#).