



**Jersey Care
Commission**

Summary Report

Gentle Care Limited

Home Care Service

**Suite 3, Ground Floor, Tower House,
First Tower Business Park,
La Route es Nouaux,
St Helier, JE2 4ZJ**

16, 17, 18, and 21 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.

Governance systems in the service are comprehensive, resulting in a well-run service that is within its capacity. In addition, monthly reports are thorough, alongside regular quality assurance activity. This is a good area of practice.

This service has solid person-centred values which underpin how it delivers care and support to care receivers. As with most of the care sector, there has been considerable pressure on recruitment and retention over the last year. This Registered Manager has proactively reduced the number of care receivers in the service over the previous year to enable the continued delivery of high-quality care.

This service handles complaints and disciplinary procedures thoroughly and within policy guidance. Incidents and accidents are logged and investigated, with clear outcomes and learning noted by the Regulation Officer. Not all notifiable events per the Home Care Standards were provided to the Commission.

All care staff who administer medication have the required Regulated Qualification Framework (RQF) Level 3 award in the administration of medication in place. As part of this inspection, the management team reviewed events and incidents that would require them to be notified to the Commission.

It was noted that medication errors had not been routinely reported. This has now been rectified, with the Regulation Officer noting appropriate investigation and action plans resulting from previous medication errors.

The management structure within this service provides significant oversight of the care being delivered, including regular reviews of care plans, risk assessments, and behaviour management plans. This structure also allows a deputy manager to be office-based to support care staff where necessary. This is an area of good practice.

The Regulation Officer evidenced robust feedback systems from care receivers, relatives, and professionals to help inform the quality of care delivered. There was evidence that feedback was noted in the monthly reports, and a thematic audit had taken place.

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](#).