



**Jersey Care
Commission**

Summary Report

Cambrette Care

Home Care Service

**1st Floor, Trinity House
Bath Street
St Helier
JE2 4ST**

20, 21, 26 and 28 September

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 new Registered Manager has settled into the role and clearly understands their responsibilities. All staff spoke of good teamwork, feeling supported and having access to extra learning opportunities.

Feedback from care receivers and their representatives was positive. Staff were commended for their genuine caring approach. Feedback from professionals external to the service was that staff were kind and compassionate and worked collaboratively.

During the inspection, the Regulation Officer observed the team's calm and measured response to a changing situation. The staffing structure is well defined, and the staff skill mix and levels are appropriate to the service.

There was evidence of service review. The organisation has appropriate recruitment, induction processes and appraisal and supervision practices in place. There are systems in place to risk associated with lone working.

The area for improvement from the 2022 inspection relating to policies and procedures remains and is required to be completed by 30 December 2023.

IMPROVEMENT PLAN

There were is one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 Ref: Standard 9.3 To be completed by: 30 December 2023	Policies and procedures in place must be localised with reference to the process in Jersey and relevant agencies to be contacted in the event of escalation.
	Response of Registered Provider: Policies have now been completed some of which will be available next week to staff. The rest will be rolled out in the New Year along with New Staff Handbooks.

The full report can be accessed from [here](#).