



**Jersey Care
Commission**

Summary Report

Karen's Care Agency Ltd

Home Care Service

**Commercial Building
Office 1**

**Beaumont Business Park
Rue de Craslin
St Peter
JE3 7BU**

**Date of inspection
9 November 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.

Feedback from care receivers and their representatives was consistently positive, illustrating compassionate care delivery. Professionals described the team as responsive and flexible, with a patient-centred approach to care.

Care records were holistic. Promoting choice for care receivers was a thread through all aspects of care, from initial assessments to care planning and delivery.

The service is a well-managed organisation with a committed team. Staff spoke positively about the Registered Manager, and there was evidence of a compassionate and supportive working culture.

Recruitment and induction appraisal processes were safe. Staff had regular supervision and were appropriately trained. There are clear lines of accountability and a system of escalation in place.

There was a comprehensive range of policies and procedures, which promotes learning and understanding of what is required for this service. Lone working, training, the services office space, and medication management were safe.

The area for improvement from the 2022 inspection was removed, and there are no areas for improvement from 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](#).