



**Jersey Care
Commission**

Summary Report

Les Amis (Home Care) Domiciliary

Home Care Service

**La Grande Route de St Martin
St Saviour
JE2 7GS**

24 and 30 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.

During the inspection, the Registered Manager provided the Regulation Officer with documents and evidence of compliance with the Home Care Standards.

Feedback from care receivers, relatives, professionals, and staff received by the Regulation Officer, evidenced confidence in the service, and the Registered Manager. Overall, the feedback was positive; it was noted that the service's support is valued and promote the care receivers' independence.

During this inspection, the Regulation Officer reviewed staffing levels, policies and procedures, monthly provider reports, audit systems, notifications, complaints, and care planning. The requirements of the Home Care Standards were reflected in these documents.

Several examples of robust, safe systems of working practices within the service were provided by the Registered Manager to the Regulation Officer. Policies and procedures, staff meetings, risk assessments, and staff training were all part of the evidence provided.

The care plans were thoroughly reviewed by the Regulation Officer, who found that the service demonstrated and understood the needs of care receivers and reflected the individual's desires and preferences. They showed close commitment and encouragement of the care receiver's independence skills while ensuring they have the skills to handle the everyday challenges of living in their own home. This is an area of good practice.

There are no areas for improvement made as a result of 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](#)