



**Jersey Care
Commission**

Summary Report

Positive Steps Limited

Home Care Service

**Anderson House
Rue des Pres Trading Estate
St Saviour
JE2 7QN**

6 December 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.

There is a robust and effective management structure in place. The Registered Manager is active in the service, and the management team is well-known to care receivers and their families. They visit care receivers, which allows them to have a good oversight of the service's running. The service retains a consistent management team, and staff are recruited safely, undergo a comprehensive induction and have access to supervision and training.

This service builds good professional relationships with care receivers and ensures they receive individualised care and support. The service is dedicated to providing quality care, and care receivers expressed high levels of satisfaction with the support they are provided with.

They commented favourably on the staff team, said they were comfortable with them, and described their efforts in helping them enjoy the best quality of life possible.

Care planning arrangements are tailored to suit specific requirements, and the service works closely with external health professionals where necessary and upholds their safeguarding responsibilities. Care receivers are supported by consistent teams of care staff, and they confirmed that the service they receive is as they expect and wish for. Care plans focus on care receiver choices in their daily lives, which are detailed and written clearly for staff to follow. Relatives felt well-informed and involved in their relative's care and support decisions.

The service actively monitors its performance, seeks feedback from care receivers and families and strives to develop and improve. The governance arrangements show that the provider and Registered Manager ensure quality is continually improved.

There are no areas for improvement resulting 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](#).