



**Jersey Care
Commission**

Summary Report

The Care Hub

Home Care Service

**50 Don Street
St Helier
JE3 4TR**

1 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.

Feedback from care receivers and their representatives was overwhelmingly positive. Care receivers and their families explained how the team's input enhanced their quality of life and described the team as caring. Detailed feedback from one representative spoke highly of the staff's approach, care delivery, collaborative working, training, and skill.

The organisational structure enables clear pathways for escalating issues and clear professional and corporate accountability lines. Staffing levels and roles are appropriate to the size and complexity of the service. The service is well-led and well-managed. The clinical governance framework provides systems and processes to monitor and review the quality of care.

There was evidence of safe recruitment practices and thorough induction processes. There was effective communication and teamwork at all levels of the organisation. Staff reported feeling supported and a high level of job satisfaction. All staff spoke with commitment, about their roles and delivering quality care.

Feedback from professionals external to the services praised the staff, professionalism, approachability, responsiveness, and supportiveness. Care records evidenced collaborative working and were person-centred.

Initial assessments, care plans, and risk assessments were holistic. Best practice documentation was being used in specialist areas of care. Staff are trained to a high level to deliver the services of five categories of care: learning disability, mental health, complex care, community care, and live-in care. The organisation is committed to staff learning and development.

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](#).