



**Jersey Care
Commission**

Summary Report

Centrepoint Trust

Home Care Service

**Le Hurel, La Pouquelaye
St Helier, JE2 3FU**

8 and 22 February 2024

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 strength of governance structures, policies, and procedures within the service, coupled with a clear sense of purpose among the Practice Manager and staff team, contributes significantly to the effective delivery of high-quality person-centred care and support to care receivers in need. This is an area of good practice.

Feedback from caregivers, professionals, and care staff gathered during the inspection was overwhelmingly positive. Caregivers and professionals provided examples of valuing this service and its positive impact on care receivers, and staff felt supported by their management team and found their caring roles rewarding.

Care and activity plans were person-centred, reflecting the individual needs of care receivers, and they were produced collaboratively with care receivers and their caregivers.

Gathering feedback from care receivers and their caregivers is a strength of this service. Feedback provides a voice for care receivers and their caregivers, empowering them regarding the service they receive.

Care staff training was a strength within this service, with staff undertaking specialist training to meet the individual care receivers who access this service.

In addition, care staff receive regular reflective supervision, with an emphasis on a person-centred approach that focuses on the well-being and needs of the care staff. This is an area of good practice.

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](#).