



**Jersey Care
Commission**

Summary Report

Orchid Care Services Limited

Home Care Service

**9 Bond Street
St Helier
JE2 3NP**

13 March 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.

This inspection found many strengths in the service and performed well against the themes inspected. The management team oversees the service and is actively involved in keeping in contact with care receivers and their families. Care receivers, families and health and social care professionals spoke highly of the service. They said that they could raise concerns with the management team and that any issues would be responded to effectively.

Care and support are provided according to individual needs, preferences and values, and strong, trusting relationships are built between care receivers and staff. There is consistency in staffing, which care receivers value. The service is responsive, which healthcare professionals, families, and care receivers describe as a strength. The staff team took pride in their work and were optimistic about their roles and interventions' impact on care receivers.

Care plans were detailed, reflected the person and outlined the level and type of support required to meet care receivers' expectations and wishes. The service actively involved other health and social care professionals as required. Feedback from various sources described robust communication processes, and care receivers and families felt well-informed and involved in planning and directing their care and support.

The service has a range of policies to guide staff in their work, and the approach to quality assurance is robust and supportive. The Statement of Purpose is an accurate reflection of the service. The evidence gathered on this inspection shows that the service is managed and operates in line with its Statement of Purpose and meets Regulations and Standards. There are no areas for improvement.

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](#).