



**Jersey Care
Commission**

Summary Report

**Complete Individual Home Care (CI Home
Care)**

Home Care Service

**Suite 3
Longueville Road
St Saviour
JE2 7SA**

27 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.

Complete Individual Home Care has been registered with the Jersey Care Commission since 2019.

The company offers both hourly and live-in care packages across the island. This service has a group of loyal, hard-working staff who the managers feel should be looked after and rewarded for their work.

They do this by offering competitive pay rates, bonus's and presenting the staff with thoughtful gifts throughout the year. The inspection was completed at Easter, and the office had a table full of easter eggs and baked goods for all the staff to enjoy.

This home care service has a clear organisational structure which was evidenced during feedback. The staff, care receivers and relatives spoke very highly of the managers and said that they are "*always accessible and will go out of their way to sort any issues out*".

Policies relevant to the service are in place, updated regularly and adapted to include Jersey legislation. Staff have access to all the policies and procedures through their personal Care Line mobile devices issued by the company.

The service follows safe recruitment procedures. This was evidenced through viewing five recruitment files. New staff are supplied with an induction booklet and induction plan which they follow for 16 weeks. During that time, they complete their mandatory training, have formal supervisions regularly and read the staff handbook which includes policies on gratuities, sickness, conduct at work, appearance, key safe procedures, and the Care Line Live mobile devices. Staff expressed satisfaction at the in-depth recruitment and induction process and felt supported by management.

Staff training is of high importance to this company to keep both the care receivers and the staff safe. This was demonstrated during the inspection.

Initial assessments are undertaken before a care receiver is offered a package of care encompassing a health assessment, capacity, advanced decisions to refuse treatment along with do not attempt resuscitation (DNAR) wishes.

Care plans viewed were of a high standard, individualised, comprehensive, and updated on a six-monthly basis or more frequently as care receivers' needs change. Care receivers' goals and personal wishes, need for specialised equipment, supported activities were agreed and documented.

There were no areas for improvement 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](#).