



**Jersey Care
Commission**

Summary Report

1-2-1 Care Limited

Home Care Service

**Second Floor
JEC Powerhouse Building
Queens Road
St Helier
JE2 3AP**

22 April 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 well-established service has an experienced management team comprising a registered manager supported by a deputy manager. In addition to this, an operational manager completes the monthly quality reports for the service and oversees quality assurance and governance.

Staff complete mandatory and specialised training to ensure the conditions of registration with the Jersey Care Commission are met. This is in line with the service's Statement of Purpose.

Policies and procedures are in place to cover all aspects of the service, including vehicle management, safe recruitment, medication administration and complaints.

The online care plans were person-centred, relevant to the care receivers' needs and wishes, and included collaborative work with other professionals.

Safe recruitment practices and a robust induction programme for new staff were evidenced at the inspection.

Staff have formal supervision monthly and annual appraisals, and the office has an open-door policy for all staff to pop in and discuss any issues.

The Operations Manager completes monthly quality reports, the results of which have contributed to improving staff training, documentation, and incident reporting.

Feedback from care receivers and their relatives was complimentary of both the management and carers.

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](#).