



**Jersey Care  
Commission**

## **Summary Report**

**4Health Home Care Agency**

**Home Care Service**

**Unit 1, Harbour Reach  
La Rue de Carteret  
St Helier  
JE2 4HR**

**5 and 8 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 was a very positive inspection visit, and the findings showed that the service continues to operate in line with its Statement of Purpose and meets the Standards reviewed on this inspection. Care receivers and representatives said they were pleased with the service and felt the care and support were of good quality, and their care workers were reliable and regular. They described their care and support as tailored to their needs, and this ethos was reflected in care records, discussions with the staff team and feedback from external health and social care professionals.

The service employs registered nurses and care staff. Care receivers, the Registered Manager, and health and social care professionals regarded the nursing team's support as a significant strength. The staff team was clear about their roles and responsibilities, escalation pathways, and communication within the whole service, which is a strength.

The staff team were found to be professional, committed, focused and responsive to the needs of care receivers, and they said this ethos was strongly encouraged by the Registered Manager. Staff are recruited safely and inducted comprehensively. They are provided with ongoing supervision, training and further development opportunities. The Registered Manager has complete oversight and input into how the service operates daily and is visible to staff, families and care receivers. There are high-quality systems in place to ensure the provider representatives are aware of how the service is running, and the systems for quality monitoring are consistent with the Standards and provide a continuous review of the service.

The service upholds its safeguarding responsibilities and liaises with relevant health professionals when indicated. The service was found to deliver safe and effective care and support, and this inspection revealed 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](#).