



**Jersey Care
Commission**

Summary Report

Christies Care Ltd

Home Care Service

**1 Beaumont Business Park
Rue De Craslin
St Peter
Jersey
JE3 7BU**

25 and 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.

The inspection demonstrated many safe, effective, responsive, and caring practices delivered within a well-managed service.

Organisational structures, internal communications systems and positive team working, facilitated clear pathways for support and escalation of issues. Care record alerts prompt swift responses from the appropriate staff or department.

All staff the Regulation Officer spoke with were clear about their role and responsibilities and how they fit within the whole organisation. All staff used language that demonstrated commitment to individualised care and placing care receivers' needs at the centre of their role.

There was evidence of a caring, effective response by a carer during Storm Ciaran to enable a care receiver's safety in unusual circumstances. Additionally, the wider team supported and collaboratively worked with other agencies during and after the storm to minimize the impact on the care receiver.

Care records document care receivers present condition/situation and how to maintain or improve this, in line with the care receivers wishes. Additionally, what actions should be taken in the event of change and/or deterioration.

Overall, the Regulation Officer found the team had a strong value-based practice, delivered on a foundation of transparent processes by staff who had undergone comprehensive training.

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](#).