



**Jersey Care  
Commission**

## **Summary Report**

**Family Nursing and Home Care**

**Child and Family Services**

**Children and Family Community Nursing  
Service**

**Le Bas Centre, St Saviours Road,  
St Helier  
JE2 4RP**

**24, 25 and 29 April and 7 May 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 organisation is committed to learning and development. Staff have access to and have undertaken a wide range of learning topics that exceed the organisation's mandatory training requirements and the Children and Family Community Nursing Standards. There have been challenges to gaining access to specialist community practitioner training, which has now been overcome.

There are ongoing staff vacancies within the team. The approach to managing this has involved changing the team skill mix, reviewing work priorities, and introducing and developing new roles. There was evidence that the changes have enabled consistent service access and reduced the pressure on the staff workloads.

There is a comprehensive range of policies and procedures that staff can access in daily practice. The sampled policies and procedures were easy to interpret and linked to other relevant organisational documents.

All feedback was positive, and staff were highly commended for their skill and the individualised and timely care they delivered. There were many examples of how the staff had been supportive and caring. There was an individualised approach that encouraged the child's or young person's voice to be heard and understood and families are supported.

The care records sampled were clear, factual, and child and young person centred. Issues were identified and holistically assessed, and plans were explored, agreed upon, and followed through. There was evidence that the Baby Step programme was being delivered effectively, responding to the needs of the group and its individuals. Staff had worked to increase awareness of the programme.

There was evidence of collaborative multi-professional and multi-agency working and their signposting to other supportive services.

The organisation has a clear structure. There were systems and processes in place to identify and escalate issues, assess risk, and find solutions. The service responded to audit findings and worked to reduce harm and improve practice. There is monthly reporting and reviewing of the service and external scrutiny.

All staff spoke of their commitment to good care, support for children, young people, and their families, and positive teamwork. The service is involved in child and family issues at local, national, and international levels.

There are no areas for improvement as a result of the 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](#).