



**Jersey Care
Commission**

Summary Report

Aurum

Home Care Service

**69 Halkett Place
St Helier
Jersey
JE2 4WG**

13 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.

During the inspection of Aurum Home Care, risk assessments in various areas were reviewed and found to be clear and tailored. Staff are trained and assessed in medication administration, with policies accessible via Quality Compliance Systems (QCS). The service ensures rigorous recruitment, adheres to safer practices, and supports care receivers' independence. Positive feedback highlighted effective, person-focused care.

The service maintains high ethical standards and will not commit to insufficient care packages. They conduct thorough mobility and home assessments and ensure comprehensive care plans. Staff are well-trained, and collaboration with other services is strong. Consent practices are documented, and Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) orders are clearly communicated. Professional feedback highlighted their responsiveness and commitment to safeguarding and quality care.

During discussions with the Registered Manager, it was revealed that Aurum Home Care conducts three-monthly reviews for all care receivers, ensuring personalised care. The Registered Manager and Care Coordinator actively participate in care provision, fostering strong rapport and trust. They prioritise promoting independence and offer holistic support. Care plans are detailed and structured, addressing diverse needs. The small cohesive team of 15 staff members enjoys strong mutual support and regular supervision, promoting a positive work environment.

Aurum Home Care uses the QCS program for policies, including an induction book and handbook. High employment standards have resulted in no staff turnover or complaints since December 2023. A messaging group facilitates open communication between care staff. The service emphasises diversity and matches staff and care receivers by language and compatibility. Training is comprehensive, with plans for further development of training plans. Staff feedback highlighted supportive management, effective shadowing, and a positive work environment.

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](#).