



**Jersey Care
Commission**

Summary Report

Family Nursing and Home Care

Home Care Service

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

4 July 2024

12 September 2024

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

At the last inspection, no areas for improvement were identified.

4.2 Observations and overall findings from this inspection

The findings from this inspection found the service to be consistent in providing a quality and safe service that meets the individual needs of care receivers. Feedback from care receivers and their families was complimentary of the care and support provided by staff, and they expressed confidence in the staff's abilities. They appreciated knowing in advance which staff member would be attending, and they were happy with the continuity of the care team.

New staff are recruited safely and undergo a comprehensive induction programme, and their progress against the job expectations is monitored and recorded during their probationary period. Training and development are strong aspects of the service, with staff highlighting the development opportunities afforded to them. They clearly understood their roles and responsibilities and spoke of effective communication within the team and across the broader organisation. Supervision and appraisals are carried out in line with the standards, and staff also reported that regular team meetings are held, and handover discussions are planned to share information.

The Registered Manager oversees daily care delivery through various communications and observations and actively participates in assessments, reviews, and interactions with care receivers or their families as needed. They described the systems that provide them with assurance that care is delivered to care receivers in line with the standards and individual care plans. Robust quality monitoring systems are in place, and all information necessary for the inspection was readily accessible and provided with ease.

This inspection confirmed compliance with the mandatory conditions on registration, and no areas for development were identified.

DEVELOPMENT PLAN

There were no areas for development identified during this inspection and a development plan is not required.

The full report can be accessed from [here](#).