



**Jersey Care
Commission**

Summary Report

Cambrette Care

Home Care Service

**1st Floor, Trinity House
Bath Street
St Helier
JE2 4ST**

11 July 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 report highlights Cambrette Care's commitment to safety through comprehensive risk assessments, staff management, and effective medicines management. Key practices include detailed risk assessments, person-centred care plans, and thorough staff training, including mandatory medication administration courses. Staffing strategies involve support for overseas workers and retention incentives. The service maintains up-to-date staff appraisals and supervisions, ensuring competency and safety.

Cambrette Care ensures comprehensive care through detailed needs assessments, involving referrals from multiple sources, home visits, and care planning. A core team of at least four staff members is assigned to each care receiver, with specific inductions and ongoing support. The service collaborates with local pharmacies, medical surgeries, and the hospice, focusing on effective medication management and end-of-life care. Staff are trained in capacity, consent, and do not attempt cardiopulmonary resuscitation (DNACPR) processes, emphasising the care receiver's autonomy.

The service provided evidence that it is committed to personalised care, tailoring plans to meet the unique needs and aspirations of each care receiver. Examples include creating care plans for individuals with cognitive impairments and motor neuron disease, addressing their specific challenges. The service ensures comprehensive, personalised care through risk assessments, collaboration with professionals, and community engagement. Staff well-being is prioritised through supervision, appraisals, and flexible working arrangements, developing a supportive environment that values staff dedication and resilience.

Cambrette Care demonstrated an environment where staff can freely voice concerns, supported by clear policies, including whistleblowing, and an open-door policy. Overseas staff receive additional help to understand these policies, ensuring effective communication and a strong duty of care. The service emphasises equality, diversity, and inclusion, with initiatives like an Employee of the Month program and various staff incentives. While policies generally reference UK legislation, the service recognises the need to better integrate relevant Jersey legislation into their practices.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1	Policies and procedures in place must be localised with reference to the process in Jersey and relevant agencies to be contacted in the event of escalation.
Ref: Standard 9.3	
To be completed by: 30 October 2024	Response of Registered Provider: Work had been carried out on the polices to ensure they where in line with Jersey regulations, further updates are on going.

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