



**Jersey Care
Commission**

INSPECTION REPORT

Les Amis (Home Care) Domiciliary

Home Care Service

**La Grande Route de St Martin
St Saviour
JE2 7GS**

**Inspection dates:
19 and 20 August 2024**

**Published:
1 October 2024**

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of Les Amis (Home Care) Domiciliary and there is a Registered Manager in place. The service's office is based in the parish of St Helier. The service delivers support packages for less than 25 hours per week to individuals in their homes.

Les Amis (Home Care) Domiciliary is one of two home care services operated by Les Amis.

Registration Details	Detail
Regulated Activity	Home Care
Mandatory Conditions of Registration	
Type of care	Personal care, personal support
Categories of care	Learning disability, physical disability and/or sensory impairment, autism.
Maximum number of care hours per week	600
Age range of care receivers	18 years and above
Discretionary Conditions of Registration	
There are no discretionary conditions.	
Additional information	
Since the last inspection, the Commission received several contacts via email and telephone, and an updated Statement of Purpose in August 2024.	

3. ABOUT THE INSPECTION

3.1 Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager one week before the visit. This was to ensure that the Registered Manager would be available during the visit.

Inspection information	Detail
Dates and times of this inspection	19 and 20 August 2024
Number of areas for development from this inspection	None
Number of care hours this week	335
Date of previous inspection:	24 and 30 November 2023
Areas for development noted in 2023	None
Link to previous inspection report	carecommission.je/wp-content/uploads/2024/01/IRLes-Amis-Domiciliary-20231130-Final.pdf

3.2 Focus for this inspection

This inspection focused on these specific new lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

There were no previous areas for improvement identified in the 2023 inspection (areas for improvement will now be identified as areas for development).

4.2 Observations and overall findings from this inspection

Care receivers shared positive feedback about the service, emphasising its success in providing personalised, home-based support that promotes independence while meeting their specific care needs. They highlighted how the service creates a supportive and comfortable environment, enhancing their overall well-being and enabling them to maintain control over their daily lives with targeted assistance. They also commended the service for its dedication to open communication, transparency, and regular updates, which helped build trust and keeps them well-informed.

The Regulation Officer could evidence effective collaboration with external health and social care professionals.

The service demonstrates effective management and governance practices, including clear policies and procedures. The service consistently maintains staffing levels that meet the standards for the current number of care hours being delivered.

The social club is a key strength of the service, offering tailored activities that align with care receivers' preferences and promote community engagement. The club provides opportunities for social interaction and personal growth, which significantly enhances the well-being and independence of those receiving home care. This service empowers individuals to lead fulfilling lives while remaining active members of their community.

The service has demonstrated evidence of an effective staff training program, which is regularly monitored and appropriately addressed to ensure ongoing staff development.

There are no areas for development resulting from this inspection.

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Home Care Standards were referenced throughout the inspection.¹

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection report from 24 and 30 November 2023, reviews of the Statement of Purpose, and notification of incidents.

The Regulation Officer sought feedback from five care receivers and two of their representatives. They also had discussions with the service's management and requested feedback from thirteen staff members. Additionally, feedback was sought by six professionals external to the service.

As part of the inspection process, records including policies, care records, incidents and complaints were examined.

At the conclusion of the inspection, the Regulation Officer provided feedback to Registered Manager.

This report sets out our findings and includes areas of good practice identified during the inspection.

5.2 Sources of evidence

The sources of evidence reviewed as part of this inspection are listed in Appendix 1.

¹ The Home Care Standards and all other Care Standards can be accessed on the Commission's website at [Adult Standards | Jersey Care Commission](#)

6. INSPECTION FINDINGS

Is the service safe?

Emphasising the importance of creating a safe environment so care receivers are protected from avoidable harm, with a focus on policies and procedures.

The Regulation Officer reviewed the organisation's safety procedures and the related risk assessments. These assessments are thorough, regularly updated, and incorporate input from the care receivers. The service uses a system called 'Zuri', which the Regulation Officer had access to.

Feedback from staff:

"I am very certain the service is safe and there are good policies in place that will keep the service users from harm... The service user's needs are met as Les Amis focuses on personal centred care. Hence each care plan is crafted to meet the service user's individual needs."

During the inspection, the Regulation Officer reviewed the duty rotas and confirmed that there were always enough competent and experienced support workers to meet the care and support needs of the individuals receiving care.

Staff Recruitment was also reviewed in a previous visit to the Head Office. Upon checking the staff folders, it was noted that staff recruitment meets the requirements of the Standards. This review revealed that all staff members' essential documents were in place before the commencement of employment.

The Regulation Officer reviewed the medication policy and training implemented by the service, this demonstrated the safety of the care receivers, showing that measures were in place to mitigate risks associated with medication errors and that best practices were followed. This was further supported by feedback from staff: *"The policies and procedures in place are clear and regularly updated, ensuring that we are well-equipped to handle various situations. Regular training sessions on safety protocols have also been invaluable in maintaining a secure environment"*.

Feedback from a care receiver:

“Les Amis supports me and helps me to maintain my safety in my home.”

The monthly reports provided, highlighted that health and safety procedures were regularly checked. Evidence showed that maintenance checks are closely monitored, such as fire safety requirements.

Is the service effective and responsive?

Assessing the organisation of the service so that care receiver’s needs are respected and met.

During the inspection, the Regulation Officer discussed the service's compliance with the mandatory conditions outlined in the regulatory framework. It was found that the service only provided personal care and support to the care receivers, which meets the conditions of their registration.

The Regulation Officer observed clear examples of collaboration and communication. This was seen in the care plans and how the service arranged healthcare appointments like General Practitioner (GP) visits, chiropodist, and dental appointments.

Feedback from a professional who supports the service routinely:

“This service is extremely responsive, flexible. The manager goes above and beyond...I feel that the communication is extremely effective, as the manager is very approachable.”

Feedback from a care receiver:

“I feel that I am heard. Les Amis works with me at all times.”

During the inspection by the Regulation Officer, clear evidence was found supporting the care provider's strong commitment to person-centred care, specifically within the context of home care. Both documentation and practices demonstrated an ongoing focus on promoting independence and skill development, allowing care receivers to remain in

control of their daily lives.

Care receivers were actively involved in the planning and regular review of their care plans, ensuring that the support they receive is tailored to their evolving needs and personal goals.

Staff training also highlighted the importance of respecting individual choices, with particular attention given to understanding legal aspects such as consent and capacity. This training further equipped staff to communicate effectively with care receivers, ensuring they fully understand their preferences and can support them in developing life skills, maintaining autonomy, and enhancing their quality of life at home.

This commitment to fostering independence was evident not only in the care practices observed during the inspection but also in the content and flexibility of the care plans themselves.

End-of-life considerations were explored during the inspection. The service is transitioning from the current end-of-life passports to new initiatives that involve tailored arts and crafts projects. These projects provide care receivers with an opportunity to express and discuss their end-of-life wishes in a bespoke manner.

Is the service caring?

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.

A review of a sample of care plans showed that the service carefully monitors the well-being of care receivers and actively seeks their feedback. The care plans highlighted key aspects of care and are organised into five main sections: profile, medical information, communications, care plan (including charts and assessments), and care visits. The care plan section is further divided into six subsections: community and inclusion, finances, health and medical information, independent living skills, keeping safe, and prospects, dreams, and goals. It was reassuring to note that staff members consistently record daily notes in each care plan, reflecting the support provided.

Care receivers confirmed that they feel deeply involved in their care, with staff consistently considering their needs and wishes.

Feedback from a care receiver:

“Les Amis always listens to me, and we do things together.”

Feedback from staff:

“The service is very well led; my manager is very supportive and always steps up. The organisation has also created a culture of openness whereby you are able to discuss anything that is concerning with the management.”

The Regulation Officer observed that the service has implemented a structured approach to engage support workers in ongoing discussions about their responsibilities. This includes addressing any challenges they face and gathering their feedback

through regular supervision and appraisal sessions. This approach underscores the service's commitment to continuous improvement and has been positively noted by the staff, highlighting its impact on overall well-being.

Is the service well led?

Evaluating the effectiveness of the service leadership and management.

During the inspection, the Regulation Officer observed that the service has effective systems in place to capture and address feedback. This is supported by a well-defined complaints policy that outlines clear pathways and escalation procedures. The Registered Manager was able to provide satisfactory actions towards complaints that the service received, which align with their policies and procedures.

Feedback from a professional who supports the service routinely:

“I believe that the service is very reliable and do not avoid any difficult subjects. I am able to express any concerns and discuss with the team.”

The Regulation Officer discussed the service's practices regarding equality, diversity, and inclusion for both care receivers and staff. The inspection and observations confirmed that the service actively supports the celebration of various cultural and religious holidays and encourages the sharing of diverse cultural practices among care receivers and staff. Les Amis offers a popular club for care receivers, featuring a variety of weekly activities they enjoy. Additionally, there is a staff club that hosts events and provides activities aimed at enhancing team well-being.

Feedback from a staff member:

"I am always informed of any changes made by my line manager. I have no issues at all."

The inspection also highlighted the service's robust organisational framework.

Comprehensive policies and procedures are readily accessible to staff. Staff demonstrated a thorough understanding of these procedures, including whom to contact and how to escalate concerns. They reported feeling well-informed

and engaged in the daily operations of the service.

The service provided evidence of a comprehensive training for the workforce. It demonstrated that the service adheres to legal requirements, emphasising the value placed on continuous learning and staff development.

Feedback from a staff member:

"Leadership within the service is strong, with clear communication channels and accessible management. The Registered Manager and team leaders are supportive and open to feedback, which fosters a positive working environment. The leadership's commitment to continuous improvement is evident in the regular updates to policies and the provision of ongoing training opportunities."

DEVELOPMENT PLAN

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

Appendix 1 – Sources of Evidence

Follow up on previous areas for development	
Focus	Evidence Reviewed
No previous areas	Not Applicable
New key lines of enquiry	
Focus	Evidence Reviewed
Is the service safe	<ul style="list-style-type: none"> • Care plans & Risk assessments • Feedback • Policies and procedures • Training • Staff recruitment • Monthly provider reports: health and safety
Is the service effective and responsive	<ul style="list-style-type: none"> • Mandatory conditions • Duty rotas • Training • Feedback • Care plans
Is the service caring	<ul style="list-style-type: none"> • Supervision and appraisals log • Feedback • Care plan
Is the service well-led	<ul style="list-style-type: none"> • Policies and procedures • Training • Feedback

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for development that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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