



**Jersey Care
Commission**

Summary 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**

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 plans resulting from this inspection.

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](#).