



**Jersey Care
Commission**

Summary Report

Youniversal Care Ltd

Home Care Service

**Suite 24
4 Wharf Street
St Helier
JE2 3NR**

Date of inspection

3 December 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.

Youniversal Care Ltd offers a range of care packages, including respite, outreach, and community visits. It is part of the learning disability alliance and collaborates with other services to facilitate respite stays, which range from thirty minutes to twenty-four hours.

This service carefully selects packages it knows it can fulfil, both in terms of meeting the needs of the service user and adequate staffing. Care is taken to introduce the staff team slowly to ensure joint relationships can be formed.

Care plans are thoughtfully written, individualised, and updated regularly with input from service users, their representatives, staff, and other professionals who work with the service.

The service ensures safe recruitment processes are followed and demonstrated this to the Regulation Officer.

New staff are required to complete an induction where they will be supplied with a staff handbook, carry out shadow shifts with other members of the staff team to get to know users of service and complete mandatory training.

The organisational structure is clear, and all the service staff and users who spoke to the Regulation Officer expressed their willingness to escalate any concern, should this be necessary.

All staff have access to an online portfolio of policies. These policies are short, concise, easy to read, and related to relevant local legislation.

Staff supervisions are completed every three months in line with the Standards. All staff have annual appraisals.

Feedback was overwhelmingly positive, especially regarding the professionalism and reliability of the managers.

Throughout the inspection, it was evident that both the Registered Provider and Registered Manager are passionate about providing the best possible care to meet the needs of the users of service and having a well-trained, caring staff team.

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](#).