



**Jersey Care
Commission**

Summary Report

Gentle Care Limited

Home Care Service

**Suite 3, Ground Floor, Tower House,
First Tower Business Park,
La Route es Nouaux,
St Helier, JE2 4ZJ**

Dates of Inspection:

23, 29 and 31 October 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.

Staffing resources within this service are managed to ensure that care receivers needs are consistently met, without overextending capacity. Mandatory training is prioritised and well-managed, with the majority of care staff having either completed or in the process of completing their Level 2 Diploma in adult social care. The management of medicines was in line with best practice and is supported by a robust policy and staff who had completed the necessary training.

Safer recruitment practice is consistently undertaken, and all existing care staff are subject to regular criminal record checks. Personnel records were comprehensive and demonstrated compliance with the required Standards.

The health and safety of care receivers and care staff are prioritised through a range of risk assessments, for example environmental, moving and handling or behaviour needs. Appropriate infection control measures are in place where necessary and all staff have completed training in food hygiene. Notifiable events to the Commission and resulting safeguarding actions from the service were appropriate.

The engagement process for new care receivers is thorough and includes an initial meeting, a comprehensive welcome pack and contract of engagement. A range of risk assessments and care plans are developed from the initial assessment of need, and these are regularly updated. Care receivers have full access to this documentation, appropriate consents are in place and care receivers' views, wishes and feelings are regularly sought through feedback.

This service has a significant programme of quality assurance activity, which includes audit, feedback surveys and monthly reports to support ongoing monitoring of service delivery and governance to improve outcomes for care receivers.

The delivery of care was observed to be warm, respectful and compassionate reflecting the individual needs of the care receivers. Care plans and risk assessments were person-centred, identified strengths and needs, whilst recognising care receivers' preferences and control over the care provided to them.

The wellbeing of the care staff is a priority in this service. Staff supervision is provided regularly, alongside a wellbeing offer and recognition of the impact and loss that care staff suffer during the course of their work.

Overall, this service is well-managed, has good governance in place, for example, regularly reviewed policies and procedures and feedback from care receivers, their representatives, professionals and care staff were consistently positive about this service.

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](#).