



**Jersey Care  
Commission**

# **Summary Report**

**Positive Steps Limited**

**Home Care Service**

**Anderson House  
Rue des Pres Trading Estate  
St Saviour  
JE2 7QN**

**6 and 7 November 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.

Positive Steps demonstrates a comprehensive approach to care and compliance, thoroughly aligning its practices with the Jersey Care Commission (the Commission) standards. The organisation's commitment to quality, safe, and person-centred care is evident through detailed and regularly updated risk assessments that are both bespoke and readily accessible to the team. Recruitment and induction processes further uphold the Commission's Home Care Standards by thoroughly evaluating candidates and adapting induction to each staff member's background and learning needs. Medication management is also a priority, with a requirement for Regulated Qualifications Framework (RQF) Level 3 qualification in medication handling and annual competency checks to ensure safety and regulatory compliance.

Positive Steps utilises technology to enhance care planning through a platform that supports a dynamic, person-centred approach. This platform allows for real-time logging of care activities and encourages proactive involvement from care receivers and their families. The planned integration of a new Artificial Intelligence (AI) platform will enhance operational efficiency and accessibility, particularly with multilingual support that caters to the multicultural workforce and care receivers.

Staff well-being and development are prioritised through regular supervision and appraisals, team meetings, and a supportive organisational culture. This culture fosters open communication and ensures that staff feel comfortable and confident to raise concerns or share feedback without fear of reprisal. Social events and activities, often including care receivers, contribute to a positive work environment, while trained Mental Health First Aiders offer ongoing mental health support to their peers. The service's commitment to training is robust, overseen by a training manager who ensures that staff have access to regular, relevant training.

There are positive initiatives towards policy engagement, with regular updates in line with Jersey legislation. This thorough and responsive approach ensures that the

service remains compliant, adaptive, and supportive, delivering high-quality care that respects and responds to individual needs.

## 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](#).