



**Jersey Care
Commission**

Summary Report

Specialist Community Palliative Care Team

Home Care Service

**Jersey Hospice Care
Clarkson House
Mont Cochon
St Helier**

16 and 17 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.

The inspection was positive, with no areas of improvement identified.

The service demonstrates robust safety practices in facility management. Fire safety protocols and equipment maintenance adhere to best practices. The service has achieved a four-star rating in food safety, reflecting high standards. Additionally, the senior leadership team reviews health and safety reports monthly to ensure ongoing compliance and continuous improvement.

New clinical governance structures have been introduced to the organisation, providing additional scrutiny to its operations. These structures aim to enhance oversight and ensure greater accountability in the delivery of services.

The service accepts referrals from various healthcare sources, including General Practitioners (GPs) and the general hospital. Referrals are carefully triaged to assess their suitability for the service.

A clear clinical supervision model is in place, supported by a comprehensive policy and procedure. Supervision of the Specialist Nurses is facilitated by the Interim team lead, with the team aiming to participate in sessions at least every eight weeks.

The Interim team lead, in collaboration with the Education Department, oversees team training compliance and progress. They ensure that all mandatory and essential training requirements are met, supporting staff development and maintaining high standards of practice.

This service plays a pivotal role in supporting end-of-life care within the community. Plans are being developed to implement key changes to support the end-of-life strategy, aiming to expand the service's reach across various community settings. This will ensure broader access to effective end-of-life care.

Recent changes within the clinical senior leadership team, have been met with positive feedback from team members. Staff have highlighted the increased availability and support of the Interim Manager, noting that a fresh perspective has been introduced. Team members report that "emerging new initiatives" promote a positive and optimistic environment.

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](#).