



**Jersey Care  
Commission**

# **Summary Report**

**Boak and Associates**

**Home Care Service**

**4 Jardin de la Chapelle  
Rue au Blancq  
Grouville  
JE3 9HR**

**5 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.

Policies were detailed, regularly updated and accessible to all staff. The medication policy included a national safety tool to support safe medication administration.

Recruitment practices were safe. Recruitment checks were completed prior to care work commencing, and an induction programme was in place. Staff were appropriately qualified to undertake their roles, and ongoing training meets Standards.

The Statement of Purpose was reviewed. Minor amendments were required, these have been made, and the document has been resubmitted. The service is being delivered inline with the mandatory conditions of its registration.

The Regulation Offices received positive feedback regarding the team's skill's, knowledge and person-centred approach to care delivery. This was also evidenced in care records. Care receiver wishes and abilities and how the team could support them to thrive, being a thread through each entry and document. Assessments and care plans were holistic.

Risk assessments were thorough and described strategies to mitigate the risk. Written information provided to care receivers was clear and readable.

The service structure provides clear lines of accountability, a pathway for issues to be escalated, and enables the delivery of an effective and safe service. The structure reflects the size and complexity of the care provided. There was evidence of positive teamwork.

## 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](#).