



**Jersey Care
Commission**

Summary Report

Family Nursing and Home Care

Rapid Response and Reablement

Home Care Service

**Le Bas Centre
St Saviours Road
St Helier
JE2 4RP**

**Inspection dates:
8 and 13 November 2024**

**Published:
To Be Confirmed
17 January 2025**

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

At the last inspection, no areas for improvement were identified.

4.2 Observations and overall findings from this inspection

Feedback from care receivers was consistently positive. It highlighted the care staff's kind manner, skills, and clear communication and described the positive ways input from the team had impacted their lives.

Professional feedback was that the team was responsive, worked collaboratively, and had a professional, person-centred approach. It was also noted that the team was committed to innovative practice. The Regulation Officer noted the service had identified gaps in health and social care and had developed national best practice guidance to address local needs.

The care records sampled contained comprehensive clinical assessments, person-centred care, and joint work with other providers.

The mandatory training delivered exceeded the requirements of the Home Care Standards. The organisation's commitment to training, education, and sharing learning was evident. Recruitment practices were found to be safe, and staff were provided with regular opportunities to discuss their role and identify issues through a formal supervision and appraisal system. There was evidence the service promoted equality, respect, and valuing diversity.

There had been changes to the service provision, team structure, and information technology systems since the last inspection. However, changes were being adjusted to and this was enabled by supportive teamworking at all levels.

The organisation has an established governance structure with clear lines of accountability and systems to monitor and report on service delivery.

DEVELOPMENT PLAN

There were no areas for development identified during this inspection and a development plan is not required.

The full report can be accessed from [here](#).