



**Jersey Care  
Commission**

## **Summary Report**

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**Karen's Care Agency Ltd**

**Home Care Service**

**Commercial Building  
Office 1**

**Beaumont Business Park  
Rue du Craslin  
St Peter  
JE3 7BU**

**28 November and 6 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.

There was evidence of safe recruitment and induction processes and practices. Newly recruited staff said they felt supported in their new roles. The appropriate amount of care staff had obtained or were working toward a nationally recognised health and social care qualification.

Mandatory training met requirements in all but one area. The Registered Provider is required to address this and to ensure the appraisal and supervision system is available to all staff.

The Regulation Officer observed a staff member's practice relating to a safeguarding issue; they demonstrated a professional and compassionate approach.

Feedback from all professionals external to the service reported the team worked collaboratively, focusing on finding solutions to ensure care receivers wishes, preferences and needs were met.

There was evidence that the team proactively gained feedback from care receivers and their representatives. The feedback reviewed by the Regulation Officer represented a high level of satisfaction.

Feedback given directly to the Regulation Officer was consistently positive, describing staff as dedicated, thoughtful, and caring. Views demonstrated that the team delivered the fundamental aspects of care and support and kept care receivers at the centre of their work.

Care records were holistic, comprehensively assessing communication abilities and dietary needs. Care plans were detailed, and a step-by-step plan for personal care and personal support requirements was recorded.

The organisational structure provides clear lines of accountability and pathways through which concerns can be raised and addressed to enable effective and safe delivery. It was appropriate to the size of the organisation.

All staff spoke of positive team relationships.

There is one area for improvement resulting from this inspection.

## IMPROVEMENT PLAN

There was one area of improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 3.11</p> <p><b>To be completed by:</b> 6 June 2025.</p>	<p>The Registered Person must ensure that all care/support workers complete and remain up to date with training regarding Capacity and Self Determination (Jersey) Law 2016.</p> <p><b>Response of Registered Provider:</b></p> <p>We have enrolled all outstanding carers in Social Care TV online training portal, until they can attend face to face training with the below dates.</p> <p>13th March 5 carers booked - 15th May 5 carer booked and then 25th September 4 carers booked.</p> <p>Additionally we have ensured that training slots in September are available for any new carers who join our team. These are the only dates available at the moment.</p>
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The full report can be accessed from [here](#).