



**Jersey Care  
Commission**

## **Summary Report**

**Les Amis (Home Care) Domiciliary Plus**

**Home Care Service**

**La Grande Route de St Martin  
St Saviour  
JE2 7GS**

**15 and 20 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.

There was evidence of safe practices within the home care service. Examples are appropriate risk assessments and safe procedures for care receivers who are self-medicating.

The service has a consistent core staff team. The team described a supportive and knowledgeable Registered Manager. Feedback described communication within the service and the organisation as good, promoting a positive work culture.

Feedback from care receivers and relatives was positive concerning the care and support provided and access to activities and employment for care receivers. Relatives described a caring staff team and Registered Manager who were person-centred and made a difference in the day-to-day lives of care receivers. The care plans further evidenced this, including regular care receiver supervision, where their wishes and preferences are reviewed and discussed.

There was evidence of appropriate supervision, appraisal and training for staff, and staff described how the Registered Manager actively supported and encouraged training and development.

Clear policies and procedures supported staff in their roles, and they knew how to raise any concerns should they need to. Quality oversight was in line with the Standards, and all the registered managers employed within the organisation met regularly to discuss and review organisational progress in line with the Standards.

## 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](#).