



**Jersey Care  
Commission**

## **Summary Report**

**Tranquil Home Care Ltd**

**Home Care Service**

**La Frotique  
La Pulente  
St Brelade  
JE3 8HG**

**Date of Inspection**

**18 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.

### 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

During the inspection process, the Registered Manager was found to be very professional, organised, caring, and compassionate about the service they provide. The Registered Manager ensures structure to the care provided to care receivers, including the initial assessment, regular reviews of care plans and well-being visits in the home.

A care receiver shared:

*"They are all marvellous (carers and registered manager), do their job well, and so polite and have no complaints what so ever."*

During the inspection process the Regulation Officer met with the majority of the staff team who were found to be knowledgeable, experienced and well-trained for their roles.

Since the last inspection, three new employees have joined the team, and an example of a comprehensive induction package was seen. The staff team has completed its annual mandatory and statutory training, and two members of the senior management team are currently studying toward their Level 5 Diploma in Health and Social Care.

Staff consulted provided positive feedback about working for the agency and expressed that they feel valued and supported by the Registered Manager. The carers emphasised how they value the teamwork and shared that all the staff support one another and work well together.

The Registered Manager shared they have a:

*"Great team and works well."*

The Regulation Officer was impressed by the Registered Provider/Registered Manager's attention to detail and commitment to upholding the service's ethos, which includes making each day a little bit easier and helping individuals achieve their optimum health and well-being.

## **DEVELOPMENT 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](#).