



**Jersey Care
Commission**

Summary Report

4Health Home Care Agency

Home Care Service

Unit 1, Harbour Reach

La Rue de Carteret

St Helier

JE2 4HR

**Inspection dates: 12, 28 February
and 3, 7 April 2025**

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.

The service provides a high standard of care, with strong systems ensuring safety, effectiveness, responsiveness, compassion, and leadership. The care staff rota systems ensure that staffing capacity meets contracted hours, allowing for staff absences and ensuring care receivers needs are met with consistent care.

Safer recruitment practices were consistently applied, including for care staff recruited from overseas. In addition, thorough due diligence was undertaken to ensure compliance with immigration requirements. Health and safety, medication management, and incident reporting were appropriate and well-documented.

Care delivery is effective and person-centred. Registered nurses appropriately assess referrals before accepting and offering a care package. Each care receiver is provided with detailed care plans based on their individual needs, which are regularly reviewed and updated. Post-fall protocols and the use of reflective learning frameworks further support continuous improvement. Management oversight of care delivery is maintained through regular visits to care receivers and a quality assurance audit programme, some of which are carried out by independent consultants.

Care staff receive dementia awareness training, which helps them understand and provide care to people living with dementia, including environmental considerations. In addition, care staff receive challenging behaviour training to support their caring responses. Palliative care planning and end-of-life care are proactive in this service and the team work closely with partner agencies.

Feedback from care receivers, care staff and a professional was overwhelmingly positive. Care staff supervision includes wellbeing support, and their work/life balance is prioritised. Overseas staff receive extensive onboarding support, including accommodation help, buddy systems, and cultural orientation.

Leadership in this service is effective, with robust governance and management oversight. Policies are up-to-date and compliant with Home Care Standards. Induction procedures are thorough and are supported by good feedback from care staff. Training complies with mandatory expectations and combines e-learning and practical face-to-face sessions. Staff are well-supported, and their feedback is sought regularly and used to improve services.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan is not required.

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