



**Jersey Care
Commission**

Summary Report

Complete Individual Home Care

Home Care Service

**Suite 3, Longueville Business Centre
Longueville Road
St Saviour
JE2 7SA**

10 April 2025

**Publication Date
15 May 2025**

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for improvement identified at the last inspection

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

4.2 Observations and overall findings from this inspection

This service benefits from a strong leadership team comprising the Registered Provider, Registered Manager, Deputy Manager, and Care Manager for the live-in care packages.

This service follows safe recruitment practices, ensuring all safety checks are completed in accordance with its recruitment policy. Since the last inspection, nine staff members, many with considerable experience in care, have joined the team.

Staff training is paramount to this service, and this is reflected in the training matrix, which includes a blend of online and face-to-face courses.

A compliance consultant oversees health and safety and mitigates risk as much as possible with comprehensive risk assessments in place.

All care receivers and/or their representatives sign a written agreement prior to the start of their care package, which clearly documents fees, terms, and conditions.

Policies and protocols are in place covering safe recruitment, medications, raising concerns and whistleblowing, finances, and more. However, due to the size of each document, these may not be as user-friendly as they could be. This is discussed further in the main body of the report.

Robust measures are in place to ensure all staff complete Regulated Qualification Framework (RQF) Level 3 Medication Administration training with subsequent competency checks annually and regular audits.

The Regulation Officer completed several visits to care receivers' homes and found the interactions between the carers, care receivers and their families warm, caring and humorous, depending on the situation.

The staff consulted provided positive feedback on the training, regular supervision, the management team, and feeling valued by the company.

This inspection has highlighted that this service consistently meets the Home Care Standards and follows best practice. Staff wellbeing is paramount to the Registered Provider and the senior management team, which is reflected in the feedback received.

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](#).