



**Jersey Care
Commission**

INSPECTION REPORT

Les Amis (Home Care) Domiciliary

Home Care Service

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

**Inspection Dates:
16 and 23 April 2025**

**Date Published:
29 May 2025**

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014 ('the Law'), all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of Les Amis (Home Care) Domiciliary. The Home Care Service is operated by Les Amis Limited and there is a registered manager in place.

Registration Details	Detail
Regulated Activity	Home Care
Mandatory Conditions of Registration	
Type of care	Personal care, personal support
Categories of care	Learning disability, physical disability and/or sensory impairment, autism
Maximum number of care hours per week	600
Age range of care receivers	18 years and above
Discretionary Conditions of Registration	
There are no discretionary conditions	

Additional information:

An updated Statement of Purpose was received on 1 April 2025. There has only been one notification received since the last inspection.

As part of the inspection process, the Regulation Officer evaluated the service's compliance with the mandatory conditions required under the Law and concluded that all requirements were being met.

3. ABOUT THE INSPECTION

3.1 Inspection Details

This inspection was announced, and notice of the inspection visit was given to the Registered Manager 13 days before the visit. This was to ensure that the Registered Manager would be available during the visit.

Inspection information	Detail
Dates and times of this inspection	16 and 23 April 2025
Number of areas for improvement from this inspection	None
Number of care hours on week of inspection.	325
Date of previous inspection:	19 and 20 August 2024
Areas for improvement noted in 2024	None
Link to previous inspection report	IRLesAmis2024.08.20Final.pdf

3.2 Focus for this inspection

This inspection included a focus on these specific new lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. 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

The organisation demonstrated safe recruitment and retention practices. Although the service has not had any new starters since the previous inspection, recruitment to other Les Amis services showed that the process is robust and meets the standards required of the Commission.

The service's care receivers administer their medication, with staff prompting and reminding them if necessary. All care receivers have the capacity to make decisions regarding their care and treatment. The care staff are familiar with the principles of capacity law and have received training in the area.

Staff participate in supervision and appraisals, are well trained, and keep up to date with refresher training. There is a good mix of face-to-face and online training, and training delivered from within the service and by external providers. Staff were confident in their support, and care receivers were complimentary of the input they received.

The Regulation Officer was satisfied that the communication systems within the organisation and between the care team and the care receivers are appropriate and effective. Care planning is recorded within the electronic record system, which is accessible by the care team and available to the care receivers. The care receivers are involved in their care plans, which are tailored to each individual's unique needs.

During the inspection, the Regulation Officer met with four care receivers in their own homes, each happy to discuss the care and support they receive from the service. The feedback was overwhelmingly positive; none of the care receivers had any concerns regarding their care. It was clear that if any issues arose, they would feel safe to raise them with the Registered Manager.

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Home Care Standards were referenced throughout the inspection.¹

Before the Inspection, two regulation officers met with the organisation's senior management team members. These meetings form part of the annual conversation covering the issues within the organisation that affect all services. The conversation concentrated on reviewing the safe recruitment process, training and educational programmes, and receiving several policies and procedures to review.

Prior to our inspection visit, all the information held by the Commission regarding this service was reviewed, including the previous inspection report, reviews of the Statement of Purpose and notification of incidents.

¹ All Care Standards can be accessed on the Commission's website at <https://carecommission.je/>

The Regulation Officer gathered feedback from four care receivers and one of their representatives. They were able to observe the care delivery within the homes of the care receivers. They also had discussions with the service's management and other staff. Additionally, feedback was provided by one professional external to the service. As part of the inspection process, records including policies, care records and incidents were examined.

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the Registered Manager confirming there were no areas of improvement and followed up by email on 28 April 2025.

This report sets out our findings and includes any areas of good practice identified during the inspection.

5.2 Sources of evidence.

New key lines of enquiry	
Focus	Evidence Reviewed
Is the service safe	<p>Staff training logs</p> <p>Staff rotas</p> <p>Staff recruitment files</p> <p>Risk assessments</p> <p>Care receiver feedback</p> <p>Staff feedback</p> <p>Staff supervision and appraisal</p> <p>External professional feedback</p>
Is the service effective and responsive	<p>Care receiver feedback</p> <p>Care plans</p> <p>Easy read documentation</p> <p>External professional feedback</p> <p>Introduction of Relationships and Sexuality Training for people with learning disabilities</p>
Is the service caring	<p>Care receiver feedback</p> <p>External professional feedback</p> <p>Visits to care receivers in their own homes</p> <p>Care plans</p> <p>Individual activity schedules supporting independence</p>
Is the service well-led	<p>Incident logs and notifications</p> <p>Policies</p>

	Statement of purpose Staff feedback Care receiver feedback Monthly quality reports Registered Managers meetings
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6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

Before inspecting Les Amis (Home Care) Domiciliary Service, two regulation officers had attended the organisation's head office and reviewed the safe recruitment processes. They proved to be of a good standard. The files are easy to navigate, and there is clarity with recruitment and selection as well as the onboarding and induction of new staff.

The Registered Manager welcomed the Regulation Officer when commencing the inspection. The Regulation Officer was informed that there had been no new staff appointments since the previous inspection and that the service enjoys continuity within the staff team. During the inspection, the Regulation Officer met with four members of the team who, between them, had worked for the organisation for over sixty years. The Registered Manager said there is a good staff team who know the care receivers well and can provide consistency between the care receivers and their support team.

The organisation offers a comprehensive training package. Before the Inspection, the Regulation Officer received each staff member's training matrix. The Commissions standards for Home Care Services require all providers to have a minimum of 50% of the care workers on duty trained to at least level 2 of the Regulated Qualification Framework (RQF) (or equivalent), it is noteworthy that the service has 90% of the permanent staff trained to this level or above. All staff are up to date with statutory and mandatory training. The Regulation Officer was informed that staff are supported in pursuing training that enhances their role and benefits the care receivers. Examples include staff training in dementia care, epilepsy, nutritional management of diabetes, stoma care and positive behavioural support.

Staff Feedback:


I think Les Amis are leaders in their training provision.

Furthermore, this year, the organisation has commenced a training programme in relationships, sexuality, and sexual health for people with Learning Disabilities. Two staff members from the team have completed this newly developed training, which the organisation has implemented. The Registered Manager is confident that the whole team will be trained in this area within the year.

One of the care team has been trained in 'Decider Skills'. This Cognitive Behavioural evidence-based training introduces strategies for positive mental health. The process of decider skills involves the care receiver and their team attending the course together which is facilitated by two trainers.

The course introduces skills to the care receiver to help them recognise their own thoughts, feelings and behaviours, allowing the opportunity to monitor and manage their own emotions and mental health.

Since last year's inspection, the service has not received any complaints, and there have been no safeguarding referrals. During the one-to-one conversations, the Regulation Officer had with the four care receivers and the four staff members, they were asked if they would feel confident and safe if they needed to raise a concern or complaint. The response from each person demonstrated that they know how to raise a complaint, with whom they would raise it, and would feel safe and confident in doing so.



Care Receiver Feedback:
The staff are very supportive,
both helping me with
practical issues as well as
emotional support.

The Regulation Officer was satisfied that the service takes fire safety seriously. There was good evidence of fire risk assessments being held in each care receiver's electronic care record and regular updates and reviews documenting ongoing refresher discussions. The risk assessment includes understanding the evacuation procedure, with the care receiver involved in its development.

Is the service effective and responsive?

Care, treatment, and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

At the time of the inspection, the service provided twenty-six care receivers with packages of care varying between six hours a week and twenty-five hours a week. The care packages can flex depending on the changing needs of the care receivers. Ten permanent staff members work an average of thirty-two and a half hours weekly. The service is further supported by three staff who are employed on zero-hour contracts.

The organisation provides each care receiver with a written financial agreement outlining the services to be provided in line with their assessed needs and personal support plan (PSP). Professionals within Health and Care Jersey complete the PSP. Those who require care and support from Les Amis will have their assessed needs reviewed by Customer and Local Services and may be entitled to financial assistance. Les Amis currently charges a basic hourly rate of £34.80, which reflects the Long-Term Care allowance rate for home care.

When care receivers enter the service, they receive a 'Welcome Pack' that provides key information about the service, including its values and ethos, service user rights, privacy and confidentiality, leisure activities, health and safety, and how to complain. There are also easy-to-read information documents that include the service user guide, safeguarding, raising a complaint, and consent.

All care staff can access the electronic patient record system and the organisation's documents and policies through mobile devices. This allows for real-time review of notes and care plans and the ability to write up contacts and interventions as they happen with the care receivers.



External Professional:

I have experienced service user and family involvement which was very good.

The service provides flexible packages of personal care and support, which are tailored to the needs of people who live alone, choose to live in a shared home or are living as a couple. All four care receivers who met with the Regulation Officer gave positive feedback about the staff who provide care and support. They are aware of the times the visit is due to take place and, if for any reason there is a delay, the staff will call ahead.

The central focus of the service is to support people in developing or maintaining their independence. The Regulation Officer heard from a care receiver that their level of confidence and independence had significantly improved since moving to the domiciliary service, resulting in the ability to reduce the care package and support required when visiting friends and family.

Is the service caring?

Care is respectful, compassionate, and dignified. Care meets people's unique needs.

The Regulation Officer reviewed a sample of care plans, including a comprehensive overview of the care receiver's history in the 'All About Me' assessment. This allows for care and support to be personalised and tailored to the needs of the individual. Assessment of need and/or risk is documented, and the care plans are jointly written with the care receiver and their support worker. Each care plan is updated as required or every six months. Updated or new care plans are quality assured and signed off by the team leader.

Care Receiver Feedback:

My support worker is the best person I have ever met; they helped me change my life.

Care receivers within the service can make their own decisions regarding care and treatment, as well as contact with friends and family. No care receivers are subject to a Significant Restriction on Liberty (SRoL) within the Capacity and Self-Determination (Jersey) Law 2016. The support workers are guided by the care receiver regarding the sharing of information and involvement of their family and friends. The Registered Manager stated that no information about the care receiver's care and treatment will be shared without their consent. A survey is sent out every year to gather valuable feedback from families. Les Amis also facilitates a parent forum where parents of care receivers can meet and discuss the services provided and provide feedback to the management team.

At the time of the inspection, no care receivers required support in taking their medication. Care receivers described the range of care and support tasks provided by the care staff, which include personal care assistance, shopping, support with socialisation and domestic help. Care receivers are also encouraged to engage in appropriate physical activities to maintain good health and well-being. Such activities included walking football, paddle boarding, gym, and walking. Furthermore, several care receivers are also employed.

Many of the care receivers who are supported by the service have, in the past, lived in residential care or group homes. A key element of developing independence has been to acquire skills in running a home, including cleaning, cooking, using household appliances and managing finances. If the care receiver has challenges in financial management, an application for the Royal Court to appoint a Delegate for property and affairs is made as provided for within the Capacity and Self-Determination Law.



Care Receiver
Feedback:

I am very lucky; I
have my forever
home.

Staff have annual appraisals with the Registered Manager, which take place at the beginning of the year, with a half-yearly review and end-of-year sign-off. The appraisal process includes agreeing on a set of objectives that may be specific to the member of staff, team-focused, or relevant to the organisation.

Each care receiver either plans and arranges their meals or is supported to do so by their support worker. The care team works with the care receiver to establish their likes, dislikes, intolerances, and allergies. Healthy eating is discussed as part of the care planning, and during the inspection, the Regulation Officer heard positive examples of care receivers understanding the need for a balanced diet.

The service is reviewed monthly by the organisation's head of governance. The review covers areas including staffing issues, training and development, accidents and incidents, safeguarding, and complaints. The review will reflect on one or two of the Commission's standards each month.

Throughout the inspection, the Regulation Officer heard from the care receivers that the support workers were caring and supportive. During individual discussions with support workers, it was noteworthy that their attitudes towards the care receivers were caring and compassionate, and they demonstrated commitment and pride in the service.

Is the service well led?

The leadership, management and governance of the organisation assures delivery of high-quality care, supports learning and innovation, and promotes an open and fair culture.

Before and during the Inspection, the Regulation Officer met with several people within the management and leadership team of the service and the broader organisation. This provided an oversight of communication and decision-making throughout the organisation. The Registered Manager described how they and the other registered managers from across the organisation have monthly meetings. At these meetings, amongst other agenda items, they receive communication from the senior management team and the team leaders' meeting, ensuring the Registered Manager is informed on strategic and operational issues. The registered managers' meeting also captures staff and resident success stories, research and innovation and data protection.

Care Receiver's Representative said

We are very happy with the registered manager's approach. Xxx is happy with the care they receive.

Since the last inspection, there has been one notification to the Commission. The reduction in the number of notifications from previous years is a consequence of the changes to the notification requirements introduced by the Commission in the summer of last year. The Registered Manager had a good understanding on the issues that need to be notified to the Commission and provided the Regulation Officer with the service's internal accident and incident log.

The internal log records the date and time of the event with a detailed description, which is reviewed by the Registered Manager and the head of governance for the organisation.

The Regulation Officer viewed several policies, and there was clear evidence of regular reviews of them. The support workers with whom the Regulation Officer met were aware of the policies and procedures that are most relevant to their role and how all policies can be accessed.

Staff Feedback:

The Registered Manger is very fair and supportive. if I had any concerns 100%, I would be able to raise them with the organisation.

One of the key lines of inquiry for this inspection was to review any restrictive practice within the Capacity and Self-Determination (Jersey) Law 2016. At the time of the inspection, none of the care receivers were subject to a Significant Restriction on Liberty, and all had capacity regarding their decision towards their care and treatment. The staff team demonstrated an awareness of the capacity legislation and the organisation's policy, which is appropriate and current.

The Registered Manager provides one-to-one supervision to all staff on a bi-monthly basis. Staff complete a pre-supervision form, which guides reflection and allows for any specific ideas or discussion points during the supervision. The areas covered at supervision sessions include the outcome of previous actions, training and development, monitoring of work, support and guidance from the manager and employment-related issues.

The staff who met with the Regulation Officer all reported positive support from the Registered Manager and said they would not hesitate to raise concerns if needed. Each support worker believed the service provided a good standard of care and support to the care receivers and articulated pride in their work.

IMPROVEMENT PLAN

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

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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