



**Jersey Care
Commission**

Summary 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**

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.

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](#).