



**Jersey Care
Commission**

Summary Report

TESH Healthcare Jersey Limited

Home Care Service

**Suite 13, Bourne House
Francis Street, St Helier
JE2 4QE**

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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 ensures due diligence is carried out on recruiting care staff, including safer recruitment practices. There is adequate staffing to meet the needs of care receivers who access this service.

Care staff are provided with a sufficient level of training, including the administration of medications, infection control and food hygiene training.

Carer rotas are electronically managed, minimising the risk of missed visits. The health and safety reporting procedure ensures incidents are documented and addressed appropriately. In addition, environmental risk assessments are completed in all cases to ensure the safety of care receivers and care staff.

Complaints are handled in line with policy, and the service maintains oversight of notifiable events and medication management.

The service is effective and responsive, accepting referrals based on capacity and conducting thorough initial assessments. Care receivers are provided with appropriate documentation, such as contracts that clearly outline the costs of the package of care and what service they can expect. Care plans are person-centred and regularly reviewed in collaboration with care receivers and social workers where applicable. Risk assessments carried out cover areas like fall management, nutrition, and skin integrity. Quality assurance measures include monthly visits, spot checks, and corrective actions when needed.

The service is caring, with positive feedback from care receivers, their relatives and professionals. Documentation is well-maintained, and advanced care planning is in place where necessary.

Staff wellbeing is prioritised, with support for those experiencing difficulties, such as, bereavement or isolation. Overseas staff receive extensive onboarding support, including airport collection, accommodation assistance, and cultural orientation. Surveys show high staff satisfaction, with evidence of overseas carers rating their onboarding experience positively. Supervision and appraisals are conducted regularly.

The service is well-led, with a clear Statement of Purpose and a Service Development Plan detailing priorities for the coming year. Policies are comprehensive, and training is well-managed through an e-learning portal alongside some face-to-face training. Staff hold relevant qualifications, with ongoing professional development being prioritised. The governance and quality assurance measures in place provide good management oversight of care delivery and demonstrate corrective actions where necessary.

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](#).