



**Jersey Care
Commission**

Summary Report

**Family Nursing & Home Care
Rapid Response and Reablement**

Home Care

**Le Bas Centre
St Saviours Road
St Helier
JE2 4RP**

**Inspection Dates
20 October and 7 November 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 organisation had clear lines of professional and corporate accountability to ensure the effective delivery of the service and care was being delivered in line with the Statement of Purpose.

The team was highly praised by care receivers, who explained that the kind, caring, and patient staff helped them regain independence, avoid a hospital admission, and reassured their loved ones.

Professionals external to the service highlighted that the multidisciplinary team's thorough assessments, administration of intravenous medications, and short-term support packages during periods of ill health were invaluable, preventing hospital admission and enabling people to remain in their homes for treatments and support.

Recruitment and induction practices were appropriate. Staff training met requirements, and a plethora of additional training was available. There was evidence of a robust system for monitoring and ensuring the safety of equipment. Staffing levels and shift times support the delivery of safe care.

During professional discussions, the Regulation Officer noted the team's detailed knowledge of care receivers' conditions, needs and plans of care. Feedback, observation, and care records demonstrated that the staff had a caring, person-centred, and professional approach.

The organisation has been integral to the development and dissemination of island-wide pressure ulcer prevention and management, and it was evident that best practice in this area was embedded in the RRR team.

The organisation has up-to-date policies and procedures in place to enable safe management of medication in the community. Medication assessments and the storage, administration and disposal of medicines were found to be safe and met Standards.

However, as there is no medicines management audit in place, and some entries were found to be absent from care receivers notes, introducing and conducting a medication management audit on a regular basis is an area for improvement.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 Ref: Standard 6.8, appendix 8 Regulation 14 To be completed: by 06/02/2026	The Registered person must ensure there are effective systems in place to audit all aspects of the management of medicines.
	Response by the Registered Provider: Medication audit to be undertaken across adult services in 2026.

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