



# Jersey Care Commission

Providing the people of Jersey with independent assurance about the quality, safety and effectiveness of their health and social care services.



**[www.carecommission.je](http://www.carecommission.je)**



# OUR ROLE



The Jersey Care Commission is the regulator of health and care services throughout Jersey.

Currently we regulate the following services although our role is expanding:

- adult residential care homes
- adult nursing homes
- children's residential homes
- home care providers
- adult day care services.

We are a statutory body and are independent of the Government of Jersey.

Our role is to promote and support best practice and to improve standards of care provided by regulated services. We exist to ensure that the public has confidence in the quality of care provision throughout Jersey.

Every regulated service must receive at least one inspection every year. Our skilled team of Regulation Officers visit care homes and other services, ensuring that the care being provided is of a good standard. We speak to care receivers and their relatives to get their views about the quality of care. Every inspection is documented in a detailed report. Reports of our inspections are published on our website [www.carecommission.je](http://www.carecommission.je)

Care services must always be safe, effective and of a high quality. The Commission works with care receivers, their families, and others particularly when there are concerns about standards of care provision.

We also register a wide range of health care professionals and other practitioners and services. These include GP's, nurses, social workers, and physiotherapists but also piercing and tattooing practitioners, laser premises and yellow fever vaccination centres.



# HOW WE CAN HELP



Our intention is always to work with regulated services to work

collaboratively in driving up standards of care across Jersey. However, we realise that sometimes standards fall short and we want to hear from you when this happens.

If you have a concern or a complaint about a regulated service, such as a care home, or about a registered professional, please contact us.

Often problems can be resolved informally but at other times, it is necessary to take a more formal route. We can help you to raise a concern or make a complaint and can hold regulated services to account.

There are some things that we are not empowered to do. However, we have strong links with a range of organisations both in and outside of Jersey and can often signpost to bodies who can help.

We operate a duty system. This means that you can always contact us in working hours for advice, guidance, and support. We will treat you with respect, take what you tell us seriously and will ensure that confidential information is not shared unnecessarily.



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