

SUMMARY OF RESPONSES

The Commission intends to provide independent assurance, promote best practice and improve health and social care outcomes for the people of Jersey.

Every home care service, day service and care home must receive at least one statutory inspection each year.

In 2021, providers and managers of regulated activities were sent a post-inspection questionnaire.



THE FEEDBACK IS POSITIVE...

...particularly in relation to how inspections are undertaken.



AREAS OF CONCERN...

In general when areas for improvement are identified during an inspection, **these and their associated timescales are perceived to be reasonable.**



LENGTH OF INSPECTIONS VARIES WIDELY

24

RESPONSES RECEIVED

- 17 care homes
- 7 home care services



INSPECTOR RECEPTION

Feedback demonstrates that Inspectors invariably introduce themselves, speak with staff, care receivers & relatives and spend time with managers.



GENUINE BENEFITS

Providers and managers were able to **identify genuine benefits to the inspection process.**



HELPFUL SUPPORT

When there has been a need to contact the Commission for advice or support outside of inspections, **the Commission is perceived as helpful and responsive.**



AWARENESS

In most cases, respondents did not believe that the Commission has a high enough profile or that its role and function are clearly understood.

PANDEMIC SUPPORT



Although feedback indicates that individual inspectors were supportive throughout the pandemic, the organisation as a whole is criticised for not being sufficiently vocal or proactive.



OPERATING IMPROVMENTS

Several suggestions were provided about how the Commission might improve how it operates or do things differently.

IMPROVMENTS

A **varied range** of responses were provided to how the inspection process might be improved.

