



**Jersey Care
Commission**

Summary Report

Jersey Women's Refuge

Care Home Service

**PO Box 708
St Helier
JE4 0PW**

11 and 13 July 2022

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 Refuge provides a comprehensive support service to women who are in need of temporary accommodation due to their experiences of domestic abuse. Women advised that the staff team are very caring, competent, and non-judgmental towards them and good at responding to their support needs. Women confirmed feeling safe and supported whilst in the Refuge and described the home having an open ethos which has enabled them to share their experiences with any member of staff at any time for support.

Staff are recruited safely, and they are provided with relevant training to help them in their role. From a review of some personnel files, staff have a wide range of skills, experience, and academic qualifications. There are good opportunities for further learning and professional development.

The staff team were motivated and committed to providing a good service to the women residing in the Refuge and there are several languages spoken to help women, whose first language may not be English. The staff team were passionate about their roles, and they were insightful about the impact of domestic abuse. The morale amongst the team was high and staff felt empowered to continually review their practice and any suggestions to make improvements is welcomed by the management team.

There are detailed individualised support plans and risk assessments in place which demonstrated that support provided to each woman is informed on assessed needs and their unique situation. There are plans in place for the Refuge to move to more improved premises and work is underway for this to happen. There are no areas for improvement resulting from this inspection and the evidence demonstrates that the service is operating within its registration conditions and in accordance with the Statement of Purpose.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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