



Frequently asked questions

Thank you for your interest in our consultation.

How did you define this framework?

The single assessment framework has been developed alongside the best practice expertise of qualified healthcare professionals in Jersey, as well as UK-based agencies such as the CQC, to ensure the Commission's Standards are in line with UK best practices as well as ensuring they are fit for purpose for a Jersey specific environment.

How do I provide feedback?

All Islanders are encouraged to review the draft Standards.

Feedback can be shared via the survey on the Commission's website Consultations | Jersey Care Commission.

If you have any questions about the single assessment framework or need help sharing your feedback, please email enquiries@carecommission.je or call + 44 (0)1534 445 801, and we will ensure we consider how to meet your requirements.

The Commission will also be hosting several events in May where you can find out more about the proposed Standards. The first event will take place on 8 May between 11.00 and 12.30 at Jersey Library, and the second event will be on 23 May between 17:30 and 19:30 at St Helier Parish Hall (Old Magistrate Court); both events will have both Portuguese and Polish Translators.

When will the final single assessment be published?

We will consider the feedback received during the consultation and plan to publish the standards in January 2025.

When will the inspections take place?

If the draft law amendments are approved, the changes could come into force in January 2025. Services will have six months to register, and inspections may start at the end of 2025.

Why Inspect?

Inspections are necessary because they are transparent and show the public whether services are safe, effective, caring, responsive and well-led. They can help services improve and identify what works well. Inspections also allow us to step in if care isn't good enough and use our powers to take action.



Will Inspections be independent?

The team inspecting services will have local and non-local inspectors who know about health and social care and have experience inspecting. This helps make sure inspections are fair and not biased.

Will the new Services be given ratings?

We'll review the information we gather to judge how good the care is, but we won't provide a single rating. We will answer five key questions about care services (safe, effective, caring, responsive and well-led) and publish the report.

Which Services will be Inspected?

It is proposed that all mental health, ambulance, and hospital services will be inspected, and each service will get a full inspection every three years.

We hope that these answers have been informative and helpful.

Thank you for your interest and support.