



Jersey Care
Commission

**Inspection Report Template
Review**

30 Services in total are participating:

- 16 Care Homes
 - 8 Home Care Services
 - 2 Children's Homes
 - 1 Children's Home Care Service
 - 3 Day Care.
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- All Regulation Officers are involved.
 - There is a blend of private sector and Government of Jersey services.

August 2024 – Review of Snagging List

- Review of Timelines
- Summary paragraphs
- Appendix 1
- Change from improvement to development
- Introductory paragraph – ‘the Commission’
- Consistent use of speech bubbles

Feedback

- Feedback questionnaires sent to first 14 services with 2 formal returns. Also received 2 informal sets of feedback
- Second set of questionnaires will be sent on 6 January 2025
- Services requested to include feedback from care receivers
- Regulation Officer feedback captured

“Happy with either format.”

- “The wording change from “areas for improvement” to “development plan” was positively received - it felt less critical and more constructive.”

“I prefer the new format.”

- “It was felt that there was a shift to focusing on growth and development, rather than just pointing out failing.”

“I really like the new format; it feels user friendly for anyone who may not have had the need to read such a document before and I especially like the quote boxes that highlight positive comments from families and professionals.”

“Speech bubbles are helpful for highlighting feedback.”

Next Steps

- Complete collation of feedback
- Snagging list 2.0
- Final template will be developed for Board approval in February 2024
- Implementation for 2025 inspection cycle

Comments on Sample Provided

