



**Jersey Care
Commission**

Summary Report

The Care Hub

Home Care Service

**50 Don Street
St Helier
JE3 4TR**

5 December 2024

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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.

At the last inspection, no areas for improvement were identified. Areas for improvement will now be referred to as areas for development.

During this inspection, one area of development was identified. The service is required to complete reassessments of support plans and dependency scales in discussion with the care receiver and/or their representative before changing or introducing live-in care packages.

The organisation has introduced a service for children and young people within its portfolio and has embarked on recruitment and training to ensure the care provided is of an appropriate standard.

The organisation identified the need for more office space and has increased its accommodation by securing offices on Bath Street as well as the original offices on Don Street. The Bath Street facility will also be able to offer an improved training facility.

The Care Hub provides valuable services to a wide client base that includes complex care, learning disabilities and autism, mental health, dementia, and children and young people. They have developed teams for each of these specialities and training packages to support the staff with the appropriate skills and knowledge. New staff are recruited in line with the Standards set by the Commission. There was evidence that the recruitment team have been vigilant in the recruitment process. There is evidence of safe practices, with the appropriate checks and balances completed before staff employment and a comprehensive induction programme for when the new recruits commence employment. The organisation has successfully employed overseas staff who have been described as excellent additions to the team.

Feedback from family and other health professionals has been highly positive and praises the dedication of the teams. There is evidence of assessments and care planning that leads to person centred care. The detailed electronic records system allows care staff access in real time to care plans, assessments and required tasks. Care receivers can access the app to view their care plan if they wish to.

The Regulation Officer was satisfied that the service has appropriate governance systems, and they provide opportunity for staff and care receiver feedback.

DEVELOPMENT PLAN

There was one area for development identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Development 1</p> <p>Ref: Standard 2.1 and 2.5 Regulation 8 (1) and (3)</p> <p>To be completed: Immediately</p>	<p>The Registered Person must assess and keep under regular review the care receiver's care, with the assistance of the care receiver or their representative and ensure a formal assessment/dependency scale is completed.</p> <p>Response by registered provider:</p> <p>We must respectfully disagree with the suggested area of development, as we can (and did) provide clear evidence demonstrating the consistency and quality of our reassessments.</p> <p>The JCC's assessment was based on a snapshot of a challenging situation in which we took a person-centered approach to discuss increased staffing needs—distinct from a change in care provision. This approach, while tailored to the unique circumstances at the time, was not acknowledged as appropriate or acceptable.</p> <p>Furthermore, we note that this concern was not raised at the time of a complaint (July 2024) nor during our inspection (December 2024). Instead, it was introduced for the first time in February 2025—some six months later.</p> <p>Despite our appeal and evidence of a comprehensive record including communications, meeting notes, a dynamic care plan, and a holistic assessment, the JCC has not recognised these as valid reassessments. They requested that information be 'all in one place on one form'. We find this position both unreasonable and impractical.</p> <p>A rigid approach to documentation does not reflect the dynamic nature of community care.</p> <p>We remain committed to maintaining high standards and ensuring that reassessments are conducted in a way that best serves the individuals we support and are appropriate for the situation at the time.</p>
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The full report can be accessed from [here](#).