



**Jersey Care  
Commission**

# **Summary Report**

**1-2-1 Care Limited**

**Home Care Service**

**Second Floor  
JEC Powerhouse Building  
Queens Road  
St Helier  
JE2 3AP**

**27 February 2025**

**Publication Date  
15 April 2025**

## SUMMARY OF INSPECTION FINDINGS

### **4.1 Progress against areas for development identified at the last inspection**

At the last inspection, no areas for improvement were identified.

### **4.2 Observations and overall findings from this inspection**

This home care service has been serving the island for over 15 years and has a clear management structure. The Registered Manager is supported by the Deputy Manager, team leaders and an Operations Manager.

Since the last inspection, four new employees have joined the staff team, all with healthcare experience. Due to continuing recruitment challenges locally, some staff are recruited from overseas.

The service follows comprehensive policies regarding safe recruitment and ensures all safety checks are carried out for local and overseas staff.

All new staff will have a probationary period of three to six months and will follow a robust induction programme which incorporates mandatory training.

Risk assessments are in place to mitigate risk to both care receivers and staff working for the service.

This service works well with other external organisations to provide combined care. Examples of this were given by the Registered Manager.

The shift rota has been adopted to provide a blend of staff to meet the needs of the care receivers.

Governance of this service is achieved by carrying out spot checks, receiving feedback from the care receivers and their families and completing audits regularly.

Transparency around fees, charges and invoicing was evidenced during the inspection, along with a policy for managing care receivers' money. Photographic evidence in the care receivers plans demonstrated good practice.

Feedback obtained throughout the inspection process suggests that 1:2:1 Care staff are kind, caring, professional and willing to go that extra mile for care receivers.

There were no areas for improvement from this inspection.

## DEVELOPMENT PLAN

There were no areas for development identified during this inspection and a development plan is not required.

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