



**Jersey Care
Commission**

Summary Report

Blue Turtle

Home Care Service

**La Maison Du Canal
La Rue Des Nouettes
St Ouen
JE3 2GZ**

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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.

The Regulation Officer's inspection of Blue Turtle highlighted several key areas for improvement. Recruitment practices were a primary concern, with staff recruitment files not fully aligning with internal policies. It is important to note that this concern had been previously raised and requires further attention to ensure compliance with Home Care Standards.

The staff demonstrated a strong commitment to care, with positive feedback from both care receivers and staff regarding the overall atmosphere and the level of compassion shown.

The induction process for new staff was also identified as an area for improvement. A structured induction programme is needed to ensure all staff receive essential training and information.

Additionally, the service lacks a clear system for monitoring and addressing outstanding mandatory and bespoke training. While some staff members have completed training, there is no consistent approach to ensuring all courses are up to date.

Care plans and risk assessments were not being consistently reviewed, which is essential for ensuring care remains personalised, effective, and up to date. Regular reviews, with documented involvement from both care receivers and staff, are necessary to reflect any changes in needs, preferences, or risks, ensuring the delivery of safe and person-centred care.

Further areas for improvement include the need for written agreements for all care receivers to ensure transparency. A contingency plan is also required to maintain service delivery during staff shortages or management absence. Additionally, accurate records of accidents and incidents must be maintained for monitoring and planning. Policies must be regularly reviewed and updated to ensure compliance.

Despite the areas for improvement, Blue Turtle were able to evidence that dedicated staff were committed to enhancing the care experience. With improvements in recruitment, training, and monitoring, the service will be enabled to meet regulatory standards and enhance its overall care provision.

IMPROVEMENT PLAN

There were six areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 3.4, 3.5, 3.6 Regulation 17 (5)</p> <p>To be completed: With immediate effect</p>	<p>The service must ensure a clear recruitment process, conducting appropriate criminal records checks for each role and maintaining necessary documentation to comply with Home Care Standards and internal policies. This will ensure recruitment practices meet required standards and safeguard staff and care receivers.</p>
	<p>Response by the Registered Provider:</p> <p>The recruitment process has been reviewed and is now in line with the Home Care Standards.</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 3.10, Regulation 17 (1) (a)</p> <p>To be completed: With immediate effect</p>	<p>The service must implement a structured induction programme to assess the competence of care/support workers. This will ensure all staff receive essential training and are fully prepared to deliver safe and effective care.</p>
	<p>Response by the Registered Provider:</p> <p>A more structured induction will be implemented for new staff.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.11, Appendix 6 Regulation 17 (4) (c), (4) (d)</p> <p>To be completed: by 17/10/2025</p>	<p>The service must ensure that all care/support workers complete and stay up to date with statutory and mandatory training requirements to maintain high standards of care and compliance.</p>
	<p>Response by the Registered Provider:</p> <p>Statutory and mandatory training is ongoing. A clearer training matrix will be accessible for further audit.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 1.3 Regulation 5 (1), 6 (1)</p> <p>To be completed: by 17/06/2025</p>	<p>The service must have a written agreement outlining how care will be provided to meet the needs of the care receiver. This must include terms and conditions, payment arrangements, and procedures for making changes or ending the agreement.</p>
	<p>Response by the Registered Provider:</p> <p>New Blue Turtle Care written agreements will be implemented to include further information in line with the standards.</p>

<p>Area for Improvement 5</p> <p>Ref: Standard 9.3 Regulation 27 (5)</p> <p>To be completed: by 17/05/2025</p>	<p>The service must have a written contingency plan as part of its development strategy. This plan should outline future operations and resources and be reviewed annually to ensure service continuity.</p>
	<p>Response by the Registered Provider:</p> <p>Contingency is under review. A comprehensive plan will be in place in the time prescribed.</p>

<p>Area for Improvement 6</p> <p>Ref: Standard 2.3, 2.5 Regulation 9 (1), (2)</p> <p>To be completed: by 17/06/2025</p>	<p>The service must ensure that care plans are regularly reviewed and updated, with clear evidence of staff and care receivers' involvement. Care receivers should actively participate in planning their care to ensure it remains person-centred and reflective of their needs. Staff must also be engaged in the process to maintain consistency and quality of care.</p>
	<p>Response by the Registered Provider:</p> <p>Our collaborative care planning is the backbone of the support we offer. This will be more structured in future.</p>

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