



**Jersey Care
Commission**

Summary Report

Centrepont at Home and More

Home Care Service

**Le Hurel
La Pouquelaye
St Helier
Jersey
JE2 3FU**

14 February 2025

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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.

Centrepoint has a child-centred approach to providing care and support. There is a clear management structure and mutual respect amongst the staff team. Where appropriate, children are involved in decisions about their care, and the Regulation Officer witnessed children choosing where they played within a recreational setting. The children observed were collected from school by their support workers, taken to their activity, and returned home. This gives parents and representatives valuable time to meet their needs or that of siblings.

The service aims are to provide a trusted, caring place where children can thrive and flourish, whether in the home or in the community. During the inspection process, the Regulation Officer heard how the service provides bespoke care to meet each family's individual needs, promotes independence with daily tasks, supports attendance at activities, and supports all of the family.

During discussions, it was evident that the Centrepoint staff team strive to continually improve and is dedicated to delivering high-quality care and support.

There is a Registered Manager at Centrepoint and a Practice Manager who oversees the day-to-day running of the service. Both were present for the initial conversations held during the inspection process.

DEVELOPMENT PLAN

There were three 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 by 3.6, Regulation 17.5</p> <p>To be completed: with immediate effect</p>	<p>A minimum of two references should be sought and one must be the applicant's current or most recent employer and there must be a reference from the applicant's last care role.</p> <p>Care/support workers must not have any contact with people receiving care or support or have access to their personal information prior to the completion of all employment checks.</p>
	<p>Response by registered provider:</p> <p>The New Joiner Process is currently being reviewed and a new checklist/workflow has been created whereby the two references will be a documented requirement. There will also be a step in the process to flag whether or not the references have been received prior to the new joiner's start date. If the references have not been received then the employee will not be permitted to start their employment with Centrepont. This will be implemented in April 2025.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 3.14 Regulation 17.4c</p> <p>To be completed: by 31 December 2025</p>	<p>The registered person will ensure that all care/support workers are given the opportunity to have an annual appraisal to discuss their capabilities, training needs and development plans in relation to the needs of Centrepont. Appraisals are to be carried out and recorded at least annually.</p>
	<p>Response by registered provider:</p> <p>We have identified the need for a Performance Review process and this will be implemented in Q4 2025.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.11, Regulation 17.1a</p> <p>To be completed: by 30 September 2025</p>	<p>The registered person will ensure that all support workers complete and remain up to date with statutory and mandatory training requirements including infection, prevention and control training. Dates that training was last attended are to be maintained on the training matrix and a due date to complete future training evident. A date training has been booked to attend will also feature within the training matrix.</p>
	<p>Response by registered provider:</p> <p>We are committed to the development of our workforce, and as such, we will be looking to review our Learning and Development programme as well as ensuring that our record keeping and documentation is enhanced. The HR team will work with the Practice/Unit Managers to ensure that this is fully reviewed and implemented by the end of September 2025.</p>

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