

Survey Insights & Key findings

2024 Inspection Feedback Survey

Jersey Care Commission

www.carecommission.je

Our Key Roles:

- Provides independent assurance on health & social care quality.
- Promotes and supports best practice.
- Works with service users, families and carers to improve outcomes.
- Register health & social care professionals.
- Follows a “right touch” approach – escalating only when necessary.
- Work in partnership with Regulated Providers and other agencies.



Inspection Feedback Survey

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- Gathers feedback from service providers after inspections.
- Aims to improve:
 - Inspection quality.
 - Professionalism and effectiveness.
- Covers conduct of Regulation Officers and clarity of findings.
- Assesses usefulness of the inspection for improving service outcomes.
- Feedback helps enhance our approach and ensure inspections are supportive and effective.



Inspection Feedback Survey

This report divides the inspection feedback survey into 3 sections:

**112 Regulated
Providers**

- Engagement and Understanding – assesses how well Regulation Officer/s stakeholder's views and experiences.
- Inspection process and conduct – assesses professionalism and how clearly findings are communicated.
- Recommendations and improvements – assesses the fairness of findings, report accuracy and usefulness of feedback.

**69
Responses**

**62%
Response
Rate**





Engagement and Understanding



98 % of respondents agreed that:

- The views of service users, staff and relatives were considered.
- Experiences and progress of service users was widely recognised.
- Inspection was seen as helpful in improving the service outcomes.

Inspection process and conduct

98% of respondents agreed that:

- The process was clear, professional and well executed.
- Reviewing and providing feedback was a clear and simple process.
- Regulation Officer demonstrated necessary skills and expertise.

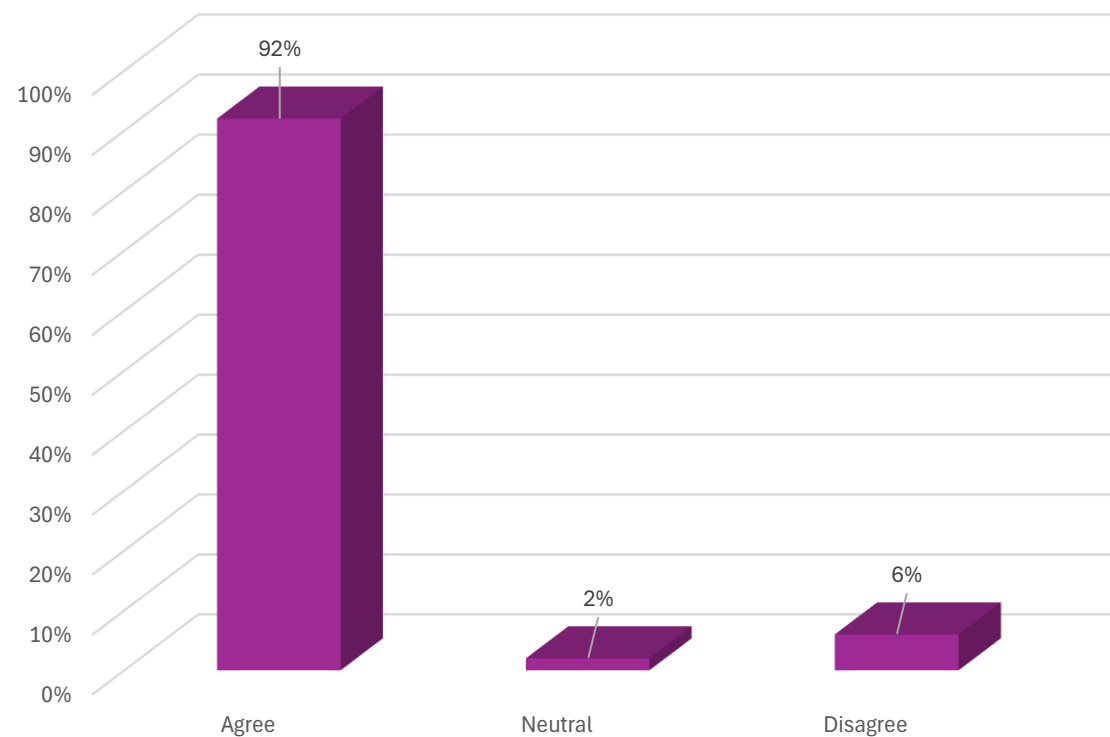


Recommendations and improvements



92% of respondents agreed that:

- Areas for improvement were:
 - fair
 - evidence based
 - accurately reflected discussions held during inspections
- Regulation Officer's recommendations and advice were useful



What service providers told us



Based on a sample of 74 responses, anonymised and summarised for clarity

1. Recommendations were fair, evidence-based, and actionable.
2. We appreciated the opportunity to discuss issues openly and honestly.
3. The process felt collaborative and focused on improvement.
4. The inspection was professional, thorough, and supportive.
5. The inspection highlighted both strengths and areas to improve - just the right balance.



We asked you how we could improve inspections, you said



Some Service providers said – The inspection was thorough and worked well. The report was detailed but at 17 pages long, might put some people off reading it.

Our response – We understand that the full report is quite detailed, so we encourage everyone to start with the summary report. It covers the main points in a clear and simple way, making it easier to understand before reading the full version.



Some Service providers said – Having the same inspectors is helpful because they can see how the business changes over time.

Our response – We try to assign the same regulation officer to a service for a full year or longer when possible. However, rotating officers helps keep inspections fair and thorough. We know it's important to work well with your officer, so we inform providers of any changes early and our team is always available through the Duty system.

We asked you how we could improve inspections, you said



Some Service providers said – We need a clear process for sharing contact details to protect everyone.

Our response – Providers must have clear policies and inform people how their data is used, the law requires you to share information with us to help us carry out our role. We'll look at providing clearer info about inspections so you can explain this to families and staff.

Some Service providers said – It would be helpful to provide feedback forms so residents who weren't home during the inspection can share their thoughts if they wish.

Our response – Thank you for this valuable suggestion. We will be working on new ways to gather feedback to make sure everyone has a chance to share their views.





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