



Jersey Care
Commission

INSPECTION REPORT

Centrepont Child Contact Centre

Child Contact Centre

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

7 and 9 March 2025

**Date Published
8 May 2025**

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of Centrepont Child Contact Centre. The child contact centre is operated by Centrepont Trust and there is a registered manager in place.

Registration Details	Detail
Regulated Activity	Children's Social Care
Mandatory Conditions of Registration	
Type of care	Social care
Category of care	Children and young people (0-18)
Maximum number of families who may be accommodated on the premises at any one time:	8
Age range of care receivers	0-18 years of age
Discretionary Conditions of Registration	
The Registered Manager is to complete their Level 5 Management and Leadership qualification by 28 June 2026.	

Additional information:

During the inspection process, the Statement of Purpose was reviewed and to be amended to reflect the type of care provided, staff training required to meet the Jersey Care Commission Standards for the Child Contact Centre, and the number of families that can be accommodated at any time.

As part of the inspection process, the Regulation Officer evaluated the service's compliance with the mandatory conditions of registration and discretionary conditions required under the Law. The Regulation Officer concluded that all requirements have been met.

3. ABOUT THE INSPECTION

3.1 Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager four days before the visit. This was to ensure that the Registered Manager would be available during the visit.

Inspection information	Detail
Dates and times of this inspection	7 March 2025, 09:30-14:40 9 March 2025, 09:45-11:25
Number of areas for improvement from this inspection	Three
Number of families currently registered	14
Number of families accommodated on the second day of the inspection	Two
Date of previous inspection: Areas for improvement noted in 2024 Link to previous inspection report	8 May 2024 None IRCentrepointChildContactCentre 20240508Final.pdf

3.2 Focus for this inspection

This inspection included these specific new lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for improvement identified at the last inspection


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

4.2 Observations and overall findings from this inspection

Centrepont Child Contact Centre provides a safe, neutral, welcoming space for children to spend time with their parents. Some families have been accessing the service since it opened in 2023, demonstrating its value in keeping children in contact with both their parents.

The Regulation Officer found the Registered Manager and staff mutually supportive and respectful.

The Registered Manager oversees the service and is confident in their role, leading and managing the team, and was observed to engage well with the staff team and parents, promoting a conducive atmosphere for positive parent-child interactions.




The Registered Manager is great. They are good at sharing relevant information and know what is appropriate to share.

Staff reported being happy in their work and described their job satisfaction from supporting children's contact with their parents in a safe environment. They also gave positive feedback about the service they provide, and its leadership.

Since the last inspection, one new employee has joined the staff team. As part of the induction process, staff complete an induction checklist to ensure the completion of required tasks. The reviewed induction checklist had not been completed and was therefore not signed and dated to signify the member of staff had finished their induction. This is an area for improvement.

The Regulation Officer observed a sample of the staff register, and minimal safe staffing standards were maintained to ensure that there is a maximum of two families assigned to each staff member. The staff team is dedicated and committed to ensuring the children feel safe and comfortable during the sessions and the parents are relaxed so they can have meaningful interactions. Parents provided positive feedback regarding the service and the professionalism of the staff team.



Staff are never judgemental and are supportive.

The Registered Manager is responsible for maintaining an updated training database. During the inspection process, the Regulation Officer identified training that had not been completed and the training matrix required development. This is an area for improvement.

Although supported contact debrief sessions for staff are conducted weekly, it was agreed last year during inspection that formal supervisions will occur at least every three months. Formal supervisions are to be conducted quarterly, and appraisal be conducted annually and this is an area for improvement.

Following the inspection, feedback was sought from professionals external to the service, and it was feedback that the Child Contact Centre is “Brilliant, thorough, well organised and provides high-quality activities that are age appropriate. The Registered Manager is motivated and goes above and beyond to make things work.”

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Child Contact Centre Standards were referenced throughout the inspection.¹

Prior to our inspection visit, the Commission reviewed all its information about this service, including the previous inspection report, the Statement of Purpose, and incident notifications.

The Regulation Officer met with one parent and gathered feedback. They also had discussions with the service's management and other staff. Additionally, feedback was provided by two professionals external to the service.

Records, including policies, referral forms, risk assessments, the Child Contact Centre rules, pre-contact checklist, incidents, and feedback, were examined as part of the inspection process. Centrepoint Child Contact Centre is accredited by the National Association of Child Contact Centres (NACCC), which means it follows required national standards and a holistic set of benchmarks.

After the inspection visit, the Regulation Officer provided feedback to the Registered Manager and followed up with an email on 17 February 2025 identifying areas for improvement.

This report sets out our findings and includes any areas of good practice identified during the inspection. Areas for improvement have been identified, and these are described in the report. An improvement plan is attached at the end of the report.

¹ All Care Standards can be accessed on the Commission's website at <https://carecommission.ie/>

5.2 Sources of evidence.

New key lines of enquiry	
Focus	Evidence Reviewed
Is the service safe	<p>Staff recruitment</p> <p>Policies including the Recruitment Policy</p> <p>Induction Pack</p> <p>Staff and family registers</p> <p>Training matrix</p> <p>Staff feedback</p> <p>Risk assessments</p>
Is the service effective and responsive	<p>Service Statement of Purpose</p> <p>A supported contact debrief minutes</p> <p>Organisational chart</p> <p>Staff feedback</p> <p>Care receivers and representees' feedback</p> <p>Concerns and complaints log</p> <p>Verbal contingency plan</p>
Is the service caring	<p>Staff wellbeing</p> <p>Care receivers and representees' feedback</p> <p>Staff feedback</p>
Is the service well-led	<p>Organisational chart</p> <p>Written agreements</p> <p>Finances</p> <p>Training matrix</p> <p>Accident and Incident log</p> <p>Policies, procedures and protocols</p> <p>Statement of Purpose</p>

6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

During the inspection process, safe recruitment practices were reviewed. One staff member has been recruited to the service since the last inspection and is an existing staff member within Centrepont Trust. A fixed-term contract for the role with subsequent extensions was included in the personnel file.

Each new staff member inducted into the service is given four to five weeks to complete tasks that include health and safety requirements for the role and familiarising themselves with policies and procedures. During this time, they also have the opportunity to shadow experienced colleagues. NACCC provides online training that staff members are to complete during their induction.

An induction checklist is completed to evidence that the induction has finished. The employee had not completed the induction checklist reviewed by the Regulation Officer, and there was no evidence of senior oversight on the form. The induction process should include a review of individual competencies and a bespoke development plan. This is an area for improvement.

The Registered Manager acknowledged that the training matrix requires development, and it was requested to include all the statutory and mandatory training required to meet the Jersey Care Commission Standards. The modified matrix will identify individual staff training needs and include training conducted and planned training dates.

It was apparent some training had not been attended, such as annual fire training, health and safety, communication, equality, diversity and human rights, safeguarding, and infection control. It is recognised that the staff team work for the child contact centre for five hours a week and that most of the required training is necessary for their substantive roles. To meet the standards of the Commission, statutory and mandatory training must be completed, and the training matrix be updated. Whilst it is commendable that some additional training has been completed by key workers working with children with additional needs, completion of statutory and mandatory training is an area for improvement.

The Registered Manager shared that good communication skills are key to their role, and they would benefit from attending mediator training. Training is being provided in the near future for some of the staff at Centrepont Trust, which will enable them to reduce the risk of concerning behaviours.

A staff register is maintained each week, and absences are logged. The Regulation Officer reviewed a sample of staff registers, which evidenced that weekly contact sessions are run and not cancelled due to unexpected staff absences by changing contact times and contact length. The Registered Manager works in a supernumerary capacity and is available if a parent has any questions or concerns and can cover staff absence if required.

The Registered Manager advocates for their team and explains that there is zero tolerance for the poor treatment of staff. One staff member described the escalation process if they have a concern, which was also evident in a family risk assessment seen during the inspection. Family risk assessments are dynamic and specific to the individual family's needs. The Centrepont generic risk assessments were found to be very comprehensive. Each Sunday, a risk assessment of the environment is conducted to ensure that the outdoor playground and internal areas used by other Centrepont services during the week are environmentally safe.

Following the five-hour supported contact session, the staff will meet to reflect and debrief. A supported contact debrief form is completed to reflect key issues, themes, learning, evidence of discussions and any required actions.

Not all the forms were dated, and it was suggested that this be done moving forward if a reference to a supported contact session is sought for any reason. The Regulation Officer was informed that this opportunity for staff to reflect and debrief mitigates the absence of regular supervision opportunities.

It was explained that due to the number of contracted hours staff are employed, there is no time to facilitate quarterly supervision sessions and annual appraisals as per the Standards. However, a member of staff feedback that they would like to be afforded the opportunity to have regular confidential supervision sessions. A solution is required by the Registered Provider to ensure regular supervision sessions, and an annual appraisal are undertaken. This is an area for improvement.

During a discussion with the Registered Manager, an addition to the Health and Safety policy was suggested to include staff handling a child's medication whilst transferring a child from one parent to another. The medication is the responsibility of the parent and needs to be kept in a safe place during the supported contact due to the nature of several families sharing the same space.

Is the service effective and responsive?

Care, treatment, and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

Referrals to the service can be made by parents themselves, via James' Ark, which also provides supported family time, the children's social work team, and Jersey Family Court Advisory Service (JFCAS). The Registered Manager attends meetings with those services to foster good communication and the sharing of necessary information.

The service terms and conditions are provided to both the resident and visiting parent, and written formal agreements are signed by both parents, who agree to abide by the service rules. The rules include the parents' rights and responsibilities.

A 'three-strike' policy applies to breaking the service rules, which can lead to a contact being cut short or, as happened recently, closing the service for one week while the rules were reviewed. The Regulation Officer is satisfied that behaviours are challenged respectfully and that, predominantly, any issues can be resolved at the time.

The Registered Manager directs new families to the NACCC website, where they can access information regarding the service provided by a child contact centre, including age-appropriate short films. A children's guide specific to the Centrepoint child contact centre is also distributed.

The Children's Guide is in an age-appropriate format and includes how a child can raise a concern internally and with partner agencies. A child's initial induction to the service is a play session with their keyworker, who goes through the children's guide with the child. A keyworker feedback that the induction is the foundation for building a trusting, supportive, and good-quality relationship where the child feels comfortable sharing worries or asking questions. A child induction form is completed, including what toys and activities the child likes and whether anything worries the child about the contact. The child is shown around and given help to understand any rules. A register is maintained by the Registered Manager of all the families accessing the service.

Before commencing supported contacts, both parents meet with the Registered Manager separately and complete paperwork, including the parent's handover agreement, an information sharing agreement, and the pre-contact checklist, which includes child illnesses and allergies. The written information enables the parents to understand the service, what is expected of them, and what they can expect from the service. The information also lets parents know how they and their children are kept safe. A sample of paperwork reviewed was completed thoroughly, and a new starter checklist was used to ensure all the necessary paperwork had been completed.

The Regulation Officer was provided with a sample of monthly reports that include professional feedback. Currently, there is an informal system for collecting feedback from parents about how the service operates and from the children using age-appropriate tools. The Regulation Officer suggested collecting feedback at regular intervals.

Some feedback received since the last inspection stated that the building's interior is a bit run down, and more toys are required for the outdoor area.

It was shared that children and young people often provide verbal feedback to their key workers while transitioning from one parent to another, and the Children's Guide refers to children having the right to speak to a staff member about any aspect of the service they are unhappy with. This feedback, if relevant, is shared with the rest of the team at the meeting after the families have left the centre.

Feedback forms were analysed during the inspection process, and all the feedback received was positive. Comments made include:

"Staff have been amazing, always happy and helpful."

"I would recommend the service."

"The kids said they had a good time when they were at Centrepont, and there was a lot to do."

During the inspection, the Registered Manager shared how the service has never been cancelled due to staff absence or an issue with the building.

The Registered Manager verbalised a robust contingency plan which covers potential scenarios that could be disruptive to the service. The Regulation Officer asked that this be formally documented so that should any unforeseen circumstance arise, all staff members would be aware of the contingency plan.

Is the service caring?

Care is respectful, compassionate, and dignified. Care meets people's unique needs.

Centrepoint Trust is a charity, and the building is used by children and young people from zero to 18 years of age. The different Centrepoint services use many of the rooms, including the gym. On the second inspection day, portable heaters heated some rooms, and the gym felt cold. Thermometers are placed in the rooms to ensure the optimal temperature for comfort is reached.

There also appeared to be a lack of storage space, with storage boxes required in corridors and inside the gym. However, the gym had ample room for play, a basketball post at one end, a climbing frame, and a small trampoline with crash mats available. The Regulation Officer was informed that activities set up in the gym are a favourite activity for many children. One parent shared that their child enjoyed playing in the gym with them using the crash mats.

It was explained that various activities are set up for children to experience with their visiting parent each week, and some will have been requested by the child the previous week. The Regulation Officer observed a parent and child enjoying a game of table football and another parent and child watching a dance movie the child was dancing along to. The children appeared happy and enjoyed contact with their parents, and the staff were present for support without being intrusive.

There were many activities, including arts and crafts, puzzles, messy play, reading books, and board games. Rooms that had access to the outside were open to access the playground, where ball games could be played or seen to be locked if access to the outside was not suitable. There is enough space within the building for families to find an area separate from other families if they wish. There is also a quiet and confidential space for virtual support contacts.

Confidentiality was discussed with all levels of staff, and it was clear that information is on a need-to-know basis and that any records are stored electronically or in paper form and kept in a locked cabinet within a locked office. If the staff team requires information, the Registered Manager is present on a Sunday and contactable by staff on a Saturday during supported handovers. Parents can contact the Registered Manager six days a week during office hours. A parent shared that if required, they could easily access the Registered Manager, and the Regulation Officer witnessed during the inspection that the Registered Manager was accessible and responsive to parents.

While gathering staff feedback, the Regulation Officer was informed that key workers only knew the relevant information for their families. A key worker said they would like to know pertinent information about a child they are not a keyworker for, such as allergies.

The Registered Manager, who is generally available to provide information, listened to the suggestion and reiterated that a family profile form could be accessed for any required information in their absence. This conversation showed that staff feel comfortable making suggestions and that the Registered Manager considers them.

During the inspection, staff shared their knowledge of escalating safeguarding concerns. One staff member gave an example of how they advocated for a child and managed a situation well when they overheard inappropriate communication from a parent to their child. The key worker interjected by changing the conversation and speaking to the parent about what they had heard after the contact session.

The service is open 52 weeks of the year, and if a birthday falls on a Sunday, a room can be decorated specially for the family to enjoy celebrating the birthday. At Christmas, presents can be exchanged between the child and parent. Parents can also bring in a Christmas meal to share with their child if they wish to do so.

It was clear to the Regulation Officer that staff are kind, caring, and compassionate and build supportive and respectful relationships with families whilst providing a safe, comfortable, and happy environment.

The Registered Manager was described as approachable, promotes a supportive team culture, has good communication skills and is committed to professional practice.

Is the service well led?

<p>The leadership, management and governance of the organisation assures delivery of high-quality care, supports learning and innovation, and promotes an open and fair culture.</p>
--

The Regulation Officer was provided with an extensive list of service policies and viewed a sample of 12 policies, which were reviewed in January 2025. There is no explicit timeframe for how often the policies will be reviewed to ensure they are current.

Neither the Complaints Policy nor the Whistleblowing Policy refer to 'The Commission' as an option if a complainant felt their complaint had not been dealt with satisfactorily or as a safe place to whistle blow. It is recommended that this be added.

A training policy includes the staff training requirements of NACCC but not the training included in the Commission's Standards for a Child Contact Centre. The Regulation Officer requested this be included to inform staff of all the expected training.

During discussions with the Registered Manager, retention and safe disposal of records were discussed and are included in the Confidentiality Policy.

Since the last inspection, the Commission has not been notified of any reportable incidents, and no incidents required internal recording. Evidence of accident forms were provided, which remain in the family file. A copy is given to the resident parent at the end of the supported contact session in case of any health deterioration, which is an area of good practice. The forms were thoroughly completed, and appropriate action was taken.

Staff feedback suggests they would like to support contacts in community venues where children want to visit.


Due to the number of support packages and number of staff employed this is not currently possible. Contacts in the community setting would benefit young people, as the Regulation Officer was informed that activities and entertainment within the service are limited for the older age group.

The Registered Manager shared that while they have capacity to support up to 16 families at present, the numbers can fluctuate weekly for various reasons, including supported contacts ending quickly when families are ready to move on.


A plan is to advertise and promote the service so that families who require the supported contact know it is available and what it offers them.

It was clear to the Regulation Officer that staff are kind, caring, and compassionate and build supportive and respectful relationships with families whilst providing a safe, comfortable, and happy environment. The Registered Manager was described as approachable, promoting a supportive team culture, have good communication and a commitment to professional practice.

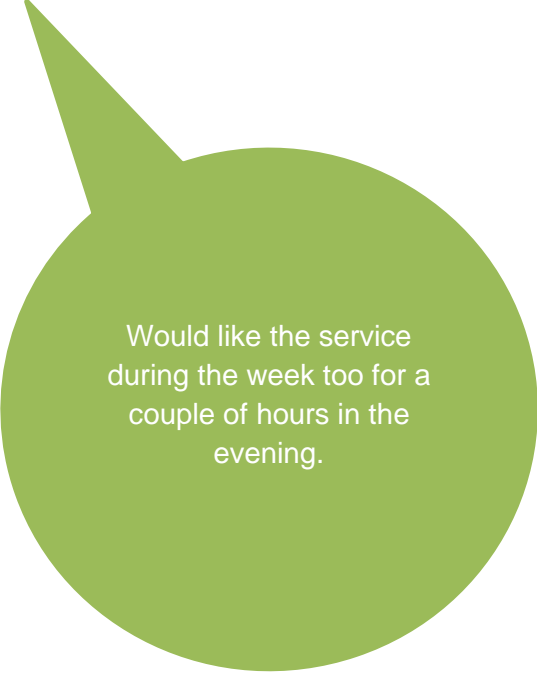
What parents said:



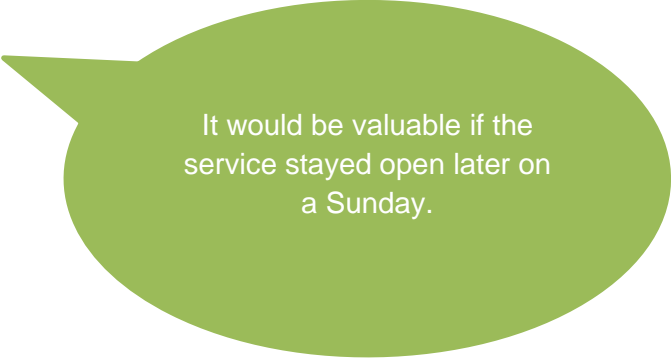
The Registered Manager has their heart in the right place for everyone using the facility.



Without the service I probably wouldn't have got contact with my child. They put the child's interests at the heart.



Would like the service during the week too for a couple of hours in the evening.



It would be valuable if the service stayed open later on a Sunday.

A professional's view:

Feedback taken from a monthly report provided by JFCAS:
Thank yourself and the staff for your continued hard work, we do not know what we would have done if you had closed.

Staff have a nice manner and are calm and kind to families.

A professional feedback that a family feedback the toys needed updating as they look a bit tatty.

The family judge is massively supportive of the Child Contact Centre filling a gap and family lawyers and the court are very much behind it.

The work they do means children see their parents and are safe. Contact wouldn't happen without Centrepont Child Contact.

IMPROVEMENT 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 3.12, Regulation 17 (4) (c)</p> <p>To be completed: by 31 December 2025</p>	<p>The manager ensures that good quality supervision and annual appraisal arrangements are in place.</p> <p>Supervision is comprehensively recorded on a designated form which is retained by the employer and carried out quarterly as agreed in 2024.</p> <p>Appraisals are recorded on a designated form and carried out at least annually.</p>
	<p>Response by registered provider:</p> <p>Supervisions for Quarter two have been carried out with all staff completing self-evaluation sheets, with interviews with the staff booked in for the 4th May. Yearly Appraisals will commence for all staff in May/June.</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 3.9, Regulation 17(1) (a)</p> <p>To be completed: by 31 August 2025</p>	<p>All staff employed by the service are supported to complete a structured induction programme. The purpose of induction is to review individual competencies and set out a bespoke development plan.</p>
	<p>Response by registered provider:</p> <p>All Current staff induction packs are now fully completed, signed and up to date.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.10 Regulation 17(1) (a)</p> <p>To be completed: by 31 December 2025</p>	<p>All staff complete statutory and mandatory training. All training includes an assessment of learning.</p> <p>The Registered Manager maintains a training database which is updated with all training booked, completed and due.</p>
	<p>Response by registered provider:</p> <p>Training Matrix is now up to date, Staff have also now been allocated all mandatory training via virtual college. As the staff members work through the provided mandatory courses I will update the training matrix accordingly.</p>

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



Jersey Care Commission
1st Floor, Capital House
8 Church Street
Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je