



**Jersey Care
Commission**

Summary Report

Centrepont Child Contact Centre

Child Contact Centre

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

7 and 9 March 2025


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 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.”

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.</p> <p>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>

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