



**Jersey Care
Commission**

Summary Report

Lifeline Care

Home Care

**De Carteret House
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**Inspection Dates
14 & 21 March 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.

This was the first inspection of Lifeline Care Group, operating since June 2024. The Registered Manager, transitioning from frontline care, is developing leadership skills and focusing on a positive workplace culture. The Safe Recruitment Policy showed promise but needed improvement in legislative references and candidate involvement. Some recruitment steps, such as reference checks, lacked consistency. This is an area for improvement.

Training and induction were strong areas, with accredited, face-to-face courses and robust supervision. The service's incident policy is included in staff induction, with clear reporting procedures. Staff qualifications met standards, and a plan was provided to reduce the manager's frontline duties. Policies on discipline and grievances required updates. No formal complaints were recorded, and staff rotas complied with regulations.

The Regulation Officer reviewed Lifeline Care Group's Statement of Purpose and identified gaps, which were addressed with an updated version meeting regulatory standards. Care plans are holistic, person-centred, co-produced with relevant parties, with reviews every six months or as needed. A welcome pack in an easy-to-read format is being developed. Staff receive training on the Capacity and Self-Determination (Jersey) Law 2016, and its principles are applied in care. The service uses a secure customised app for real-time documentation. Feedback is regularly collected, with responses so far being positive.

The manager and provider are committed to person-centred care driven by personal experiences. Care receivers are supported in engaging with community activities such as day centres, clubs, and therapeutic programs. Care plans are comprehensive and accessible via handheld devices, ensuring structured and consistent care delivery. The Regulation Officer found both care plans and systems to be well-developed.

While Lifeline Care Group has a wide range of policies, some require updates to meet regulatory standards fully, which has been identified as an area for improvement.

The service is expanding its Information Technology (IT) infrastructure to integrate policies into its app and enhance operations with Artificial Intelligence (AI). Lifeline is now a medium-sized provider, has boosted training, and has applied to extend its care categories.

IMPROVEMENT PLAN

Two areas for improvement were 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 1.4 Regulation 5</p>	<p>There will be policies and procedures in place which based on current best practices and evidence which are regularly reviewed and updated.</p>
<p>To be completed: by 21/07/2025</p>	<p>Response by the Registered Provider:</p> <p>We have now updated our current policies and procedures. These have been developed and implemented following the inspection period and are regularly reviewed and updated to ensure ongoing compliance and effectiveness.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 3.6 Regulation 17 (5)</p> <p>To be completed: With immediate effect</p>	<p>The service must ensure that all safe recruitment checks are completed prior to workers commencing employment. Details of referees: References must verify employment over a minimum period of three consecutive years immediately prior to the application. A minimum of two references should be sought and it should be made clear that references from friends or relatives will not be accepted. One of the references must be the applicant's current or most recent employer and there must be a reference from the applicant's last care role (if they are not currently working in a care role, but had done previously).</p>
	<p>Response by the Registered Provider:</p> <p>We have fully implemented robust, safe recruitment procedures in line with regulatory requirements. All necessary checks are now completed prior to any worker commencing employment. This includes obtaining a minimum of two employment references, covering at least three consecutive years immediately prior to the application. We ensure that one reference is from the applicant's current or most recent employer, and another from their last care role if applicable. We have made it clear that personal references from friends or relatives are not accepted. This process is now embedded in our recruitment practices and has been completed for all current and future onboarding.</p>

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