



**Jersey Care
Commission**

Summary Report

The Care Collective Limited

Home Care Service

**Suite 30
4 Wharf Street
St Helier
JE2 3NR**

**Inspection Date
22 May 2025**

**Date Published
22 July 2025**

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for improvement identified at the last inspection

At the last inspection, one area for improvement was identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that the improvement had been made. This means that the Registered Provider has an agreement with a registered nurse to carry out annual medication competencies for all the staff team.

4.2 Observations and overall findings from this inspection

The service has made significant progress in addressing all areas for improvement, as identified in June of last year. The company has invested in an online management system that integrates staff records, invoicing, staff rotas, care plans, risk assessments, and more.

Since the last inspection, two new employees have joined the staff team, both with considerable experience. The service demonstrated safe recruitment practices.

A structured induction programme includes a staff handbook, shadow shifts, mandatory training, and policy access. New staff must read and agree to adhere to the Code of Practice for health and social care support workers.

The staff rota that has been adopted provides a blend of experienced staff to meet the needs of the care receivers. The rota links directly with the invoicing system, so invoices are generated and sent out monthly once visits are complete.

Staff training is ongoing to meet the needs of the care receivers. Emphasis is placed on each staff member to ensure they are up to date with their training.

The service evidenced that staff supervisions and appraisals are completed in line with the Home Care Standards.

Each care receiver has a signed client relationship agreement and an engagement letter.

The online care management system allows online access to care plans for staff, care receivers and their families where consent has been given. The care plans were found to be person-centred, with goals and preferences identified.

The Registered Provider and Registered Manager effectively facilitated the inspection, providing timely access to information and supporting the process.

The staff consulted provided positive feedback on the service's changes over the last year, especially regarding leadership, staff availability to cover shifts, and ensuring structure for the care provided to care receivers.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan is not required.

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