



**Jersey Care  
Commission**

## **Summary Report**

**Cambrette Care**

**Home Care Service**

**1st Floor, Trinity House  
Bath Street  
St Helier  
JE2 4ST**

**Inspection Dates  
9 & 30 July 2025**

**Date Published  
30 September 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.

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 improvement had been made. This means that there was evidence of localised policies and procedures in place with reference to the process in Jersey and relevant agencies to be contacted in the event of escalation.

Observations and overall findings from this inspection

The Regulation Officer reviewed Cambrette Care's Safe Recruitment Policy and found it generally aligned with Home Care Standards, though improvements were recommended. These included clarifying recruitment methods, employment conditions, data handling, and involving care receivers or relatives in the recruitment process. The service promptly updated its policy in response.

Cambrette Care uses varied recruitment platforms and supports its overseas staff with accommodation. Staff job descriptions were clear, though a recommendation was made to explicitly reference safeguarding duties. The service provided evidence of a structured recruitment process and ensures that staff are fully inducted with a comprehensive handbook and competency-based sign-off. Risk assessments and care plans were detailed and up to date. Staff receive regular supervision, including in-home visits, allowing managers to observe care delivery. Staff described feeling supported and confident in escalating concerns, and safeguarding procedures met required standards.

Cambrette Care's Terms and Conditions of Service were compliant with Home Care Standards, clearly outlining key expectations and arrangements. Care receivers confirmed they understood these documents. Initial assessments were thorough and inclusive, involving care receivers, professionals, and families. Personalised care planning was evident in home-held folders, which were clear, structured, and reflective of individual preferences. Staff document visits using a mobile app, improving real-time communication. Feedback mechanisms included surveys, informal discussions, and supervision. The Registered Manager demonstrated commitment to adapting services to meet evolving needs, including advocating for clients' wishes, such as remaining at home or participating in advance care planning.

Feedback from care receivers and relatives was consistently positive. Staff were described as kind, respectful, and attentive, with strong relationships built through continuity of care. People felt empowered to express preferences, and carers supported a wide range of activities—from hydrotherapy to sea swimming—where funding allowed. The Regulation Officer observed care being delivered with dignity and compassion.

Notifications were submitted appropriately and discussed during the inspection. Policies and procedures had been updated to reflect Jersey legislation and were integrated into staff materials. Management accountability was clearly defined, and care receivers and relatives knew who to contact with concerns. Monthly service reports captured key metrics, though a recommendation was made to include stakeholder feedback more explicitly. The provider confirmed this would be actioned, reinforcing a commitment to continuous quality improvement.

## 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.](#)