



**Jersey Care
Commission**

Summary Report

Island Home Care

Home Care Service

**12 Britannia Place
Bath Street
St Helier
JE2 4YS**

**Inspection Dates
30 June and 02 July 2025**

**Date Published
02 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.

4.1 Progress against areas for development identified at the last inspection

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

The development plan was discussed during this inspection, and it was positive to note that the development had been made. This means that there was evidence of safe recruitment practices.

Areas for development will now be referred to as areas for improvement.

4.2 Observations and overall findings from this inspection

During the inspection, there was evidence of strong leadership and a committed staff team who provide person-centred care.

The staff consulted provided positive feedback regarding leadership, rotas that support a good work-life balance, remuneration and supportive teamwork. It is clear that staff wellbeing is a priority and is appreciated by the team.

Care receiver and representative feedback received was positive and complimentary of the Registered Manager and team.

A strength of the service is the commitment to staff training to ensure the team has the necessary skills to provide safe and effective care.

Governance processes include an annual review and update of the service policies in quarter one of this year, a mock inspection, staff, care receiver and family feedback surveys and audit activity that has resulted in implemented actions to increase the quality-of-care records and recruitment processes. Governance processes are an area of good practice.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection.

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