



**Jersey Care
Commission**

Summary Report

We Care Community

Home Care Service

**Suite 120, Floor 1
Regus Suite
Liberation Station
St Helier
JE2 3AS**

**Inspection Date
28 July 2025**

**Date Published
16 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.

This inspection was narrower in scope on this occasion, focusing on the areas for improvement that were identified during the inspection in February of this year. The findings from this focused inspection show that, while some progress has been made in meeting some of the Standards and areas for improvement, several key areas continue to require more attention and focus.

Since the last inspection, the Registered Manager has evidenced better initial assessments and detail within the care records, the implementation of an induction programme, and the registration of several care staff to begin a Level 3 Award in Health and Social Care.

Despite this progress, several areas identified for improvement during the February inspection have not yet been met. These include the absence of staff supervision and appraisal, the need for more robust recruitment practices, improvements in staff training, and further development of organisational policies and procedures. Since the last inspection, the service received one formal complaint from a family member.

The Registered Manager acknowledged that the complaint could have been managed more effectively and has used this as a learning opportunity to handle concerns raised in future.

The Registered Manager remains committed to meeting the Standards and developing the service. They have voluntarily agreed to withhold accepting new admissions until they can demonstrate and sustain meeting the Standards. This decision reflects a responsible approach, allowing the necessary time and capacity to embed improvements and demonstrate sustained compliance.

IMPROVEMENT PLAN

There were four 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 Appendix 4 Regulation 17</p> <p>To be completed: with immediate effect</p>	<p>The registered provider must ensure that all staff are subject to safe recruitment practices in line with the Standards.</p> <p>Response by Registered Provider:</p> <p>We Care have acknowledged this and will therefore ensure all the checks and references are in place prior job offer.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 3, 6 Regulation 17</p> <p>To be completed: with immediate effect</p>	<p>The registered provider must ensure that all care workers receive both mandatory and role specific training, and where appropriate, time away from their duties to complete training.</p> <p>Response by Registered Provider:</p> <p>As external training could not be sourced, We Care will provide safeguarding and moving and handling training in-house, with the trainer completing 'train the trainer' certification. Dementia training will be delivered by Dementia Jersey, and First Aid training had already been completed by the time of the follow-up inspection.</p>
<p>Area for Improvement 3</p> <p>Ref: Standard 3 Regulation 17</p> <p>To be completed: by 29 September 2025</p>	<p>The registered provider must ensure that care workers receive regular opportunities to discuss their roles through formal supervision and appraisal.</p> <p>Response by Registered Provider:</p> <p>We Care will ensure this is recorded and keep on each staff files.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 1 Regulation 5</p> <p>To be completed: By 29 September 2025</p>	<p>The registered provider must ensure that a range of policies, specific to Jersey legislation and practices, are available.</p> <hr/> <p>Response by Registered Provider:</p> <p>We Care is working on this and will ensure that policies meet and apply to Jersey legislation.</p>
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The full report can be accessed from [here](#).