Summary Report

FREEDA

Care Home Service

PO Box 708
St Helier
JE4 0PW

Inspection Dates
10 October & 3 November 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.

FREEDA has established procedures to support the safety and protection of care receiver. Recruitment includes enhanced criminal records checks, identity verification, and reference reviews, with eligibility criteria excluding individuals who have recently used services. Staff complete a six-week induction that covers safeguarding, security, record-keeping, and care receiver contact. Ongoing training includes mandatory and specialist modules.

Feedback is collected through multiple channels, including house meetings, forms, and input from children via staff or parents. Safeguarding policies and referral processes are clearly outlined and documented. Supervision, appraisal, and staff wellbeing processes are in place, and procedures are in place to ensure staff are physically and mentally fit for their roles.

The Statement of Purpose outlines FREEDA's eligibility criteria, admission procedures, and operational aims, emphasising safeguarding, empowerment, and trauma-informed support for women and children affected by domestic abuse. Admissions may be facilitated in emergencies by any staff member, while planned admissions involve detailed assessments and information from external agencies. Care receivers are provided a welcome handbook and house agreement, which set expectations for conduct, safety, and service arrangements, with adaptations for different age groups and accommodations. Care plans and risk assessments are developed collaboratively with care receivers, ensuring person-centred support. Documents are available in multiple languages, and staff are available to assist with understanding rights and external processes. Records are maintained on an electronic platform and reflect ongoing support.

The service delivers care and support tailored to individual needs and preferences, incorporating input from care receivers in activities such as seasonal events and

youth-focused sessions. Outreach support is offered after care receivers leave to ensure continuity of care. The environment is maintained to a high standard, is clean, bright, and homely, with ongoing management of minor maintenance issues.

Staff provide person-centred support, considering the impact of trauma and domestic abuse, and care planning allows care receiver s to contribute to decisions about their goals and preferences.

Activities and routines are inclusive, and professional boundaries, confidentiality, and respect for dignity are consistently upheld.

FREEDA has a clearly defined organisational structure, with leadership roles including the Chief Executive Officer (CEO), Service Manager, and Business Manager, who oversee direct work and operational functions. At the time of inspection, several vacancies existed, with recruitment underway.

Statutory notifications were submitted and discussed appropriately. Incidents involving young people or mental health concerns were managed collaboratively with external agencies, with risk assessments and care plans updated accordingly. Internal communication utilises online sharing platforms and a digital daybook, with monthly reviews of the risk assessment and management plan conducted. A policy development matrix guides updates, while monthly quality assurance reports provide structured oversight of staffing, safeguarding, care, and environmental standards, supporting governance and continuous 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.