



**Jersey Care
Commission**

Summary Report

**St Joseph's Residential and Nursing
Home**

Care Home Service

**St John's Road
St Helier
JE2 4XZ**

**Inspection Dates
15, 17, 18 & 22 September 2025**

**Date Published
4 November 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 improvement identified at the last inspection

At the last inspection, no areas for improvement were identified.

4.2 Observations and overall findings from this inspection

This care home demonstrates dedicated, effective management that is clearly reflected in the quality of care provided to its residents. The leadership team, consisting of the Registered Manager and two deputy managers, oversees day-to-day operations while focusing on ongoing improvements. Regular audits, staff meetings, and feedback systems are in place, which help the managers identify issues and respond quickly to any concerns.

Although policies and procedures are well established, the Regulation Officer found that several policies require further information based on best practice while adhering to Jersey legislation and guidance. This is an area for improvement.

Communication within the home is open and transparent. Staff reported feeling supported by approachable, visible, and responsive managers. This creates a positive working environment that directly benefits residents, as staff feel motivated, valued, and confident in delivering high standards of care.

Although emphasis is placed on the staff team to ensure they are all up to date with their mandatory and statutory training, there is no clear system for identifying who has completed what training; therefore, this is an area for improvement.

The open, friendly management team benefits care receivers and their families. Feedback is actively sought and listened to, and changes are made where appropriate to improve services. The home is well-organised, safe, welcoming, and always bustling with a variety of activities. Overall, this care home's leadership and management team contribute significantly to its caring and supportive environment, where residents are treated with dignity and respect.

This service demonstrates safe recruitment with all the appropriate documentation; however, their recruitment policy requires a section on overseas workers.

The maintenance team ensures that all routine health and safety checks are completed and documented, and any issues are actioned through their excellent online system.

Two areas for improvement were identified during this inspection.

IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 Ref: Standard 3.11 Regulation 17 To be completed: 31/12/2025	The registered person will ensure that all care/support workers complete and remain up to date with statutory and mandatory training requirements. Response by the Registered Provider: LV will Continue to work together with the staff to ensure the staff remain well trained. The training matrix is currently being reviewed to ensure it fully captures the mandatory and specialist training. We remain committed to fostering a culture of continuous learning and improvement, ensuring all staff are equipped to deliver high quality care.
Area for Improvement 2 Ref: Standard 1.6 Regulation 5 To be completed: by 15/03/2026	There will be policies and procedures based on current best practice and evidence which will be available and accessible to people receiving care and others. Response by the Registered Provider: A review of all the LV Care Group policies are currently taking place by the Compliance team.

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