Jersey Care Commission

INSPECTION REPORT

Young Adults Service 02

Care Home Service

Government of Jersey
Union Street
St Helier
Jersey
JE2 3DN

Inspection Date
30 October 2025

Date Published
20 November 2025

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014 ('the Law'), all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of the Young Adults Service (02) care home, which provides supported living accommodation to young people and young adults with care experience. The home is operated by the Government of Jersey Children, Young People, Education and Skills Department (CYPES) through the Children's Social Care Service (CSCS), and there is a Registered Manager in place.

Registration Details	Detail
Regulated Activity	Care Home Service
Mandatory Conditions of Registration	
Type of care	Personal care and personal support
Category of care	Young adults
Maximum number of care receivers	Seven
Maximum number in receipt of personal care/personal support	Seven
Age range of care receivers	18 - 21 years
Maximum number of care receivers that can be accommodated in each room	Rooms 1-7, one person
Discretionary Conditions of Registration	
None	
Additional information	
There have been two variation requests agreed since the previous inspection: • 31/03/2025- To vary the registration to accommodate one young person under 18 years of age. • 05/06/2025- To vary the registration to accommodate one young person under 18 years of age.	

The variations remain in effect, and the Statement of Purpose has been updated to reflect these variations.

As part of the inspection process, the Regulation Officers evaluated the home's compliance with the mandatory conditions of registration required under the Law. The Regulation Officer concluded that all requirements have been met.

3. ABOUT THE INSPECTION

3.1 Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager six days before. This was to ensure that the Registered Manager would be available during the visit.

For the purpose of this inspection report, Residential Child Care Officers will be referred to as care staff.

The home currently does not have any young adults (those 18 years and over) residing there; all residents are under 18 years of age. To reflect the terminology used by the care staff and the Registered Manager, all residents will be referred to as young people.

Inspection information	Detail
Dates and times of this inspection	30 October 2025 – 09:00 to 18:00
Number of areas for improvement from this inspection	None
Number of care receivers accommodated on the day of the inspection	Withheld to protect the identity of the care receivers
Dates of previous inspection Areas for improvement noted in 2024 Link to the previous inspection report	4 and 5 December 2024 None RPT_YAS02_Inspection_20241205.pdf

3.2 Focus for this inspection

This inspection included a focus on these specific new lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. SUMMARY OF INSPECTION FINDINGS

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

A small, cohesive team works collaboratively within the home and with external professionals to provide young people with safe, thoughtful, and consistent care.

The Registered Manager remains a consistent presence in the home, providing strong leadership and effective management to the staff team. They are readily available to the young people, offering support and guidance when needed.

Care staff receive regular supervision, and a clear programme of training is in place. An induction package is provided for both new staff and those transitioning from other homes, ensuring they are well-supported in their roles.

Health and safety measures are maintained, including water management, a sprinkler system, and monthly fire drills that exceed recommended standards.

The care staff actively safeguards young people by working with their families and other professionals whenever risks are identified. They share information and follow agreed safety plans to reduce and manage risks.

The home has a safe system for managing medications while supporting young people's independence. Medications are securely stored, and where young people wish to self-administer, locked boxes in their rooms are provided for safe storage. This approach balances safety with responsibility, allowing young people to manage their own health where possible.

The Regulation Officer reviewed a range of young people's care records and found them to be of a high standard, clear, detailed, and up to date. Records are stored on a shared system, allowing personal advisors and social workers to access daily information, supporting effective communication and continuity of care.

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Care Home Standards were referenced throughout the inspection.[1]

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection report, reviews of the Statement of Purpose, variation requests, notification of incidents, and independent visitor reports.

The Regulation Officer attempted to gather feedback from the young people; however, they did not wish to engage in feedback. They also had discussions with the service's management and other staff. Additionally, feedback was provided by four professionals external to the service.

As part of the inspection process, records including policies, care records, risk assessments, and incident and complaint reports were examined.

[1] All Care Standards can be accessed on the Commission's website at https://carecommission.je/

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the Registered Manager and Service Lead and followed up by email to request further clarification on an area identified as requiring additional information. This was provided on 4 November 2025, and final feedback was provided on 10 November 2025.

This report sets out our findings and includes any areas of good practice identified during the inspection.

5.2 Sources of evidence.

New key lines of enquiry	
Focus	**Evidence Reviewed**
Is the service safe	Review of notifiable events Health and safety (including water, fire, electrical, and general property management Review of staffing (Rotas) Medications management Training matrix Risk assessments
Is the service effective and responsive	Statement of Purpose Communication practices Independent Visitor reports Professionals feedback Team meetings Record keeping
Is the service caring	Transitions for young people Support with appointments Advocacy Maintain a clean, warm, homely environment Provide daily home cooked food Person centred care planning Provision of keyworkers
Is the service well-led	Statement of Purpose Management and leadership support to staff team Policies and procedures Supervision and training records Induction programmes Service specific development planning

6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

The care staff are proactive and vigilant in safeguarding young people when risks are identified, ensuring their safety and well-being remain the highest priority. They work collaboratively with family members and relevant professionals to share information, develop a clear understanding of concerns, and agree coordinated safety plans. This helps to reduce and mitigate risks to the young people.

The Registered Manager maintains oversight of care staff compliance with mandatory training and works closely with the organisation's training and development team to identify both essential and specialised training needs for the team. Additionally, care staff receive monthly supervision, which is documented on a supervision matrix and accompanied by a signed supervision sheet.

Health and safety checks are routinely completed to ensure the safety of the home's facilities. Water management is maintained through regular flushing of taps in all unused rooms, and the home is equipped with a sprinkler system to enhance fire safety. Fire safety practices are robust, including monthly fire drills, which exceed the recommended frequency, helping to ensure that both staff and young people are prepared in the event of an emergency.

The care staff team includes two senior staff who work opposite shifts to ensure a senior is always available, and two staff cover nights, with one waking and one sleeping. The Registered Manager maintains a small, consistent team of reserve bank staff who are familiar with the home to provide cover when needed. As a result, it is rare for care staff to be required to work overtime or for staff from other homes to be used to cover shortfalls.

There have been no new external staff members recruited to the team since the previous inspection. However, a new member has joined the team, transferring from another home as a permanent part time. An in-house induction checklist has been completed with the staff member to ensure they are familiar with the home's procedures, as well as with the young people and their individual histories. Induction processes for new staff are currently under review by the wider organisation, including consideration of appropriate timescales for the induction period.

The care staff team completes MAYBO training, which enhances their skills in managing conflict and behaviours of concern. This training helps the team reduce risks to both them and the young people, promoting positive and safer outcomes. It emphasises relational de-escalation techniques, encouraging staff to manage situations through communication and support rather than relying on physical restraint.

A selection of risk assessments were reviewed and found to be well written, demonstrating careful consideration of identified risks and the measures in place to mitigate them. Each assessment is tailored to the individual needs and circumstances of the young person, including impact assessments that consider the dynamics between young people living in the home. This approach ensures that risks are managed effectively while supporting the safety and well-being of all young people.

Is the service effective and responsive?

Care, treatment, and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

The Registered Manager and care staff have adapted effectively to supporting an increased number of young people in the home. While the dynamics have become more challenging, the team have managed this well by considering everyone's needs. This has included careful planning of room allocations and adapting the environment to ensure the safety and well-being of all young people.

Some young people naturally develop stronger relationships with certain staff members due to past familiarity, trust, and feeling safe in their presence. When this is recognised, the team makes thoughtful use of these positive relationships, ensuring those staff are available to provide support during significant or challenging moments. This may include helping a young person transition between settings or being present for difficult conversations about incidents or behaviours. By utilising established, trusting relationships in this way, the team helps the young people feel more secure, understood, and supported.

The home has a safe and structured process for managing medications, while also supporting young people to develop independence where appropriate. Staff recognise that some young people may receive medication from their general practitioner and choose to self-administer without staff oversight, and this is respected to allow the young people to take responsibility for their own health. Where staff are aware that a young person is taking medication, the process ensures safety: medications are stored securely in a locked cupboard, with staff storing the items and young people collecting them weekly. Staff then check with the young person that the medication has been taken and record this on a medication administration record sheet. For those who self-administer, secure locked boxes in their rooms provide safe storage, balancing safety with opportunities for independence and responsibility.

The home captures feedback from young people through a variety of communication methods. Informal opportunities, such as pizza nights, invite young people to spend time with care staff and share their views, while house meetings are also offered to discuss suggestions and concerns. A notice board in the communal hallway displays useful information, and staff are available in the home to listen and engage with young people. The Registered Manager is often present and visible, further supporting open communication. While it can be challenging to engage all young people, staff work with them to find realistic compromises when requests cannot be fully met. Examples of feedback have included wanting to paint their rooms a specific colour or having friends visit, demonstrating the team's commitment to valuing young people's voices while balancing safety and practicality.

There is ongoing development of an independent living skills programme designed to prepare and equip young people and young adults for living independently. This programme will contribute to their pathway plans and is supported by care staff, social workers, and personal advisors. In addition, a personal health passport is being developed to enable young people and young adults to keep important health information in one accessible place, supporting their health and well-being as they move toward independence.

The Regulation Officer reviewed a selection of young people's care records, including residential daily notes, case notes, and keyworker sessions. These were found to be of a high standard, being contemporaneous, detailed, and informative. Records are maintained on a system shared with personal advisors and social workers, enabling these professionals to access daily updates on events in the young people's lives. One professional described the team's record-keeping as "excellent," noting that daily records are "contemporaneous, clear, and purposeful."

Is the service caring?

Care is respectful, compassionate, and dignified. Care meets people's unique needs.

The home is supported by a small, cohesive team that works collaboratively with one another and with professionals outside of the home to ensure that young people receive safe, consistent, and well-coordinated care. Care staff communicate effectively, share responsibility, and draw on external expertise where needed to provide a supportive and nurturing environment for the young people.

Care staff prepare a fresh meal daily for the young people. This has been an adjustment for the team, who have adapted to ensure that daily meals are consistently provided while young people are in the home. Young people are encouraged to participate in meal preparation and cooking alongside staff, promoting engagement and developing practical life skills.

The team maintains contact with young adults who have transitioned to living independently, offering opportunities such as visits to the home, invitations to Sunday dinner, or meeting for a coffee and a chat. This ongoing connection helps young adults feel welcome, cared for, and reassured that they can continue to seek advice and support from the team.

The team supports young people to maintain positive relationships with residential care staff they have connected with in previous homes. This is achieved by facilitating meetings, arranging outreach opportunities, and using these established relationships to support smooth transitions.

The care staff show genuine pride and satisfaction when young people make positive changes in their lifestyle choices and take steps that improve their wellbeing and future opportunities. Care staff remain supportive and encouraging, helping young people to recognise their strengths and build confidence in their abilities. They offer opportunities, guidance, and practical support, such as exploring work options or developing life skills, to help young people progress at a pace that feels right for them.

Is the service well led?

The leadership, management and governance of the organisation assure delivery of high-quality care, supports learning and innovation, and promotes an open and fair culture.

The Registered Manager recognises that the care staff team collectively possess the skills, experience, and maturity needed to work effectively together. Having worked together for a long time, the team's familiarity with one another supports a strong understanding and recognition of each other's strengths. Because of this, the Registered Manager is thoughtful and deliberate when recruiting new staff, carefully considering their skills and experience to ensure they are the right fit for the team and can contribute positively to the established dynamic.

A staff member said:

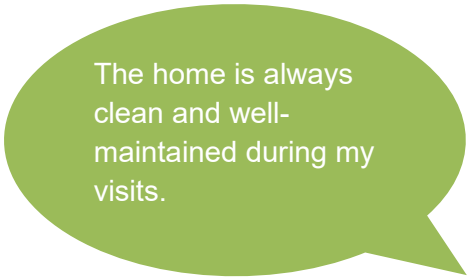
Xxx is a lovely environment to work in, and I feel very supported by my manager and the wider team.

The Registered Manager addressed a complaint from a young person regarding an incident in the home promptly and effectively. The situation was resolved through practical measures, careful risk management, and open discussions with the young people involved. The outcome was positive, with no further incidents occurring. The incident was managed conservatively, and the complaint was resolved without the need for further escalation, demonstrating the manager's proactive and measured approach to concerns.

The Registered Manager is aware of the requirements for reporting incidents and is in the process of becoming familiar with the new incident reporting system. Currently, the system does not provide prompts for recording actionable outcomes, which has contributed to discrepancies between internal reports and notifications submitted to the Commission. While incidents are being addressed and outcomes achieved, they are not consistently documented as evidence. It is recommended that the incident reporting process be improved to ensure actions and outcomes are clearly recorded and reported.

The Registered Manager ensures effective communication with the care staff team. Daily handovers occur for each of the three shifts across the 24-hour period, and being a small team allows for frequent informal discussions about practice. The Registered Manager also arrives early for a couple of shifts each week to catch up with night staff before they finish. Regular team meetings are held to share updates, discuss incidents, training, and any changes in practice. Care staff confirmed that the Registered Manager provides consistent opportunities for effective team communication.

The Registered Manager and care staff team ensure that the home is well-maintained, clean, and homely, creating an environment where young people feel welcomed, comfortable, safe, and respected. Each young person receives an information booklet when they are introduced to the home. This booklet clearly outlines the purpose and ethos of the home, expectations of young people and care staff, details about rent, and information about the environment. It serves as an agreement between the home and the young people, who sign it to confirm they have read and understood the information.



What professionals said:

I have consistently observed a high level of teamwork dedicated to supporting the young people in their care.

I have been engaging with one of the care staff who has been incredibly helpful and shown genuine support to one young person. It is evident that they have built a positive relationship.

The young person I support has expressed that they feel safe living there.

The staff demonstrate a strong awareness of the young people in their care, including their whereabouts and daily needs, which reflects a high level of attentiveness and professionalism.

The team at Xxx are considerate, and caring towards the young people, there is a genuine universal feel that staff want to support and see the young people succeed.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.

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