

THE JERSEY CARE COMMISSION

IMPROVEMENT NOTICE

Name of regulated activity: Blue Turtle Care (“the Service”)	Name of Registered Person: Jason Eastwood
Address of regulated activity: La Maison Du Canal La Rue Des Nouettes St Ouen JE3 2GZ	
Issue Date: 10 December 2025	
This Notice sets out the Regulations that have been contravened. The Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018.	

Improvement One

Regulation 11 (1) (b) (e) (h) – Safeguarding

- (1) A registered person must safeguard care receivers from abuse by –
- (b) taking reasonable steps to identify risk of harm or abuse and prevent its occurrence
 - (e) adhering to any guidance and policy endorsed by the Commission in respect of safeguarding
 - (h) taking all reasonable steps to avoid having as a worker any person on the barred list or who has received a caution or conviction for an offence against a service user in Jersey, or in any other jurisdiction if the conduct would be an offence in Jersey had it taken place in Jersey.

Regulation 17 (1) (a) (b) (c) and (2) (a) (b) – Workers

- (1) A registered person must ensure that every worker in the regulated activity is a fit person to work there, and a person is a fit person if he or she is –
- (a) suitably qualified, skilled, competent and experienced for the duties to which he or she is assigned;
 - (b) mentally and physically fit for those duties; and
 - (c) does not fall within paragraph (2) and is otherwise of integrity and good character.
- (2) A person is not a fit person if the person –
- (a) has been sentenced to a term of imprisonment (whether immediate or suspended and wherever imposed, provided that it was imposed for conduct that would be an offence in any part of the British Islands), without the option of paying a fine, for an offence that makes the person unsuitable to work in that regulated activity;
 - (b) appears on the barred list or has been convicted of an offence against a service user in Jersey or in any other jurisdiction if the conduct would be an offence in Jersey had it taken place in Jersey.

There was evidence of several significant concerns with the Service's recruitment processes and compliance with safe recruitment standards. References were found dated after start dates, use of historic and out-of-date Disclosing Barring Service (DBS) checks, missing recruitment documents, and prospective employees engaging with care receivers, before employment had commenced. Although policies are in place, implementation is inconsistent. Recruitment practices do not align with the Home Care Standards.

Action:

- Review recruitment policies to ensure compliance with safeguarding requirements and adherence to the Commission's Home Care Standards.
- Implement robust pre-employment checks, including DBS and reference verification and ensure these are completed prior to employing any individual.
- Conduct a full review of staff vetting processes to ensure all employees meet the "fit person" criteria.
- Ensure evidence of qualifications, skills, and experience for all staff is held by the Registered Person.
- Implement robust risk assessments and maintain decision records for any candidates where pre-employment information requires further scrutiny and consideration, including safeguarding concerns.

Improvement 2

Regulation 17 (3) (a) (b) (c) and (4) (a) (b) – Workers

(3) When determining the qualifications, skills and number of persons required to work in the regulated activity, the Registered Person must take into consideration –

- (a) the size and nature of the regulated activity;
- (b) the statement of aims, objectives and purposes of the regulated activity; and
- (c) the needs of the service users.

(4) The Registered Person must –

- (a) ensure that at all times suitably qualified, skilled, competent and experienced people are working in the regulated activity in such numbers as are appropriate and sufficient to meet the needs and ensure the health, welfare and safety of service users;

(b) ensure that the employment of any person on a temporary basis will not prevent service users from receiving such continuity of care as is reasonable to meet their needs.

There was evidence that the current working arrangements place considerable pressure on both staff and the Registered Manager. These workload pressures have delayed progress on areas for improvement identified in previous inspections. The recurrence of similar issues over four inspections in two years indicates that the Standards have not yet been fully embedded into practice. It is essential that the Service reviews staff and management workloads and implements strategies to ensure all hours worked comply with the Standards, enabling sustainable staffing levels, effective service management, and protection for staff from excessive hours.

Action:

- Produce a staffing plan demonstrating sufficient numbers of appropriately qualified staff to meet current care packages.
- Evidence compliance with working time limits for both the Registered Manager and staff.
- Implement contingency arrangements to prevent reliance on excessive hours.
- Recruit additional staff to ensure staffing levels match the needs of current care packages.
- Strengthen the workforce with the offer of permanent contracts to existing employees on zero-hours contracts to reduce reliance on zero-hour contracts.

Timescale for remedial action to be taken:

The registered person must demonstrate compliance with these regulations on or before 16 February 2026.

This notice is served in accordance with Regulation 34 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018.

It should be noted that if you fail to comply with an improvement notice within the time period stated, the Commission will consider referring you to the Attorney General with a view to potential prosecution. A person who commits an offence under this Regulation is liable to a fine of £50,000.