



**Jersey Care
Commission**

Summary Report

**Les Charrieres
Residential and Nursing Home**

Care Home

**La Rue Des Charrieres
St Peter
JE3 7ZQ**

**Inspection Dates
10 and 12 November 2025**

**Date Published
9 December 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.

The inspection of the care home found the service to be safe, effective, responsive, caring, and well-led. Staffing levels consistently met the Care Home Standards, with strong staff retention and safe recruitment practices in place. Personnel files were well maintained, and the staff handbook promoted professionalism and fairness.

Notifiable events were appropriately managed, safeguarding policies aligned with best practice, and health and safety measures, including fire safety, infection control, and equipment maintenance were robust. Falls management and medication administration demonstrated best practice, with effective audits and improvements made since the last inspection.

The service is effective and responsive, with thorough initial assessments incorporating the use of “This Is Me” assessment tool. Care plans and risk assessments were person-centred and regularly updated, with advance care planning consistently noted in care records.

Collaborative working with specialist agencies and professionals ensured tailored support for the health needs of care receivers. Quality assurance measures, including extensive audit activity identify strengths or where practice requires improvement. Action planning was consistently noted with management follow-up to maintain high standards.

Daily handovers, flash meetings and structured staff meetings supported smooth operations and timely responses to changing care needs and evidenced communication in this home was effective.

The home is well-maintained and decorated to a high standard. Positive staff interactions with care receivers are characterised by warmth, compassion, and respect. Feedback mechanisms are in place, such as home meetings and surveys which amplifies the voice of care receivers and relatives and results in positive change, such as the co-production of a new food menu.

Care receivers benefit from a weekly activity programme and family inclusive events which supports engagement, well-being and sense of having some autonomy and choice. Relatives reported feeling welcomed and supported. Staff are recognised through awards, team-building events, and wellbeing support.

Leadership was both strong and supportive. Induction, training, supervision, and appraisal processes were effectively carried out, with a clear focus on continuous professional development. The service fostered a positive workplace culture, characterised by teamwork, a commitment to high-quality care, and compassionate, motivated staff, all of which reflected effective and visible management practices.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection, so an improvement plan is not required.

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