



**Jersey Care
Commission**

Summary Report

New Horizons Support Services

Home Care Service

**La Ronde
Devonshire Place
St Helier
JE2 3RD**

**Inspection Dates
19 & 26 November 2025**

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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 service demonstrated safe recruitment and risk-management practices. Staff files evidenced full compliance with recruitment policy, including identity checks, references, and Disclosure Barring Service (DBS) clearance. Induction was robust, with new staff completing shadowing and the Care Certificate before working independently. Safeguarding was embedded throughout recruitment, induction and ongoing training, and staff reported confidence in recognising and reporting concerns. Care plans and risk assessments were securely stored on a digital system that restricted access to relevant staff and flagged reviews when due. The service was not supporting individuals whose primary needs related to mental health or substance misuse. As a result, the provider elected to remove substance misuse from its registration categories and begin mental health training to ensure preparedness should this be required. Although some staff mentioned past staffing pressures, they felt recruitment had stabilised following organisational changes.

Staff reported feeling supported with structured induction and mandatory training, with over half of the workforce holding Regulated Qualifications Framework (RQF) Level 2 or higher. Recruitment processes were clear, with scenario-based safeguarding questions used during interviews. Care planning was person-centred and informed by initial assessments involving families and other professionals. Care plans were comprehensive, regularly reviewed and promptly updated when needs changed. Staff feedback reflected strong teamwork, reliable communication and confidence in the training provided. While some felt staffing flexibility could improve responsiveness during peak demand, others highlighted that recent organisational changes had strengthened service stability.

Staff interactions observed during an evening social club were warm, respectful and empowering, with support focused on enabling participation rather than doing tasks for individuals. Care receivers were encouraged to make choices and engage at

their own pace in a calm, inclusive environment. Feedback from staff highlighted a caring culture and pride in their work. The Statement of Purpose clearly outlined the service's values, and the inspection recommended producing an accessible version for care receivers. Staff felt positive about relationships with families and reported frequent compliments from clients and relatives.

The service had undergone significant organisational changes, including new management and new premises featuring a sensory room and communal activity space. Governance systems were in place to monitor staffing, training, and care quality. Policies were regularly reviewed, though some required minor clarification. Staff turnover had been a challenge, but retention measures—including supervision, recognition schemes and staff benefits—were in place. Overall, staff felt valued and well supported, describing a positive organisational culture focused on learning, teamwork 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](#).