



**Jersey Care
Commission**

Summary Report

Nova Health Jersey Limited

Home Care Service

Suite 5

Longueville Business Centre

Longueville Road

St Saviour

JE2 7SA

Inspection Date

21 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.

The findings of the inspection show a well-managed and effectively led home care service which supports clients with a wide range of complex needs. The objectives of the service are focused on maximising clients' daily living skills as part of a therapeutic approach. This objective, in addition to the aim of promoting independence and enabling clients to live their lives as freely as possible, was evident from a review of care records and feedback from external health and social care professionals.

The service is concentrating on building its foundations, developing robust governance systems, and focusing on developing policies, and meeting regulatory standards before increasing its client base. The Director and Registered Manager are closely involved in the day-to-day operations. Feedback from staff confirmed that their presence provides them with the support and guidance needed in their roles. Staff described the service as a professional, committed service to work, where they felt valued and respected by the management team. Staff said they felt equipped with the right knowledge, training and support to carry out their roles effectively.

The standards relating to safe recruitment practices, staff induction, availability of policies and procedures, supervision, care planning processes, training, and escalation process are met. The inspection noted effective information sharing, appropriate referral pathways, and positive cooperation with other external agencies. These arrangements demonstrate that the service operates in a professional manner, understands regulatory requirements and adheres to best practice standards.

There was a clear commitment to achieving positive outcomes for clients, and no areas for improvement were identified during this inspection. The service is adhering to its registration conditions and operating in line with its Statement of Purpose.

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](#).