



**Jersey Care
Commission**

Summary Report

Highlands Care Home

Care Home Service

**La Rue du Froid Vent
St Saviour
JE2 7LJ**

**Inspection Dates
3 & 5 December 2025**

**Date Published
26 January 2026**

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.

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

Appropriate recruitment and safeguarding practices were evident, with consistent Disclosure and Barring Service (DBS) checks, induction processes, and competency sign-off procedures consistently applied. However, it was identified that the recruitment screening documentation used should be strengthened. In addition, the process for recording staff health disclosures does not currently include a formal consent pathway, which should be formalised to ensure compliance and consistency.

Attendance management has improved following the implementation of a new monitoring system. Training compliance is overseen through an online portal; however fewer than 50% of staff currently hold a Level 2 qualification, which remains a key area for improvement.

This inspection also identified the need for more robust documentation relating to health screening follow-up. Health promotion activities such as bowel screening, require clearer governance arrangements and more consistent documentation processes.

Care planning is person-centred and supported by digital systems that allow real-time updates and multidisciplinary input. Improvements to the environment, such as the development of new one-bedroom flats, have further supported independence for care receivers.

Care plans demonstrate respect and dignity, which was reflected in observed interactions between staff and care receivers. Care receivers report feeling listened to, and activities were care receiver-led, facilitated by a full-time activities' coordinator. Mealtimes experiences were positive, and responsive to individual choices.

Although the loss of the minibus has been mitigated through taxis, feedback from staff and care receivers strongly indicated that replacing the minibus would significantly improve access to community activities and social engagement.

The Statement of Purpose and other core information require improved accessibility, including easy read formats for care receivers with learning disabilities.

The Registered Manager is well supported, and staff retention is stable. Governance systems integrate digital tools for incident management and training oversight compliance. However, policies require alignment with Jersey legislation, and this is an area for improvement.

IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 1.6 Regulation 5</p> <p>To be completed: by 03/06/2026</p>	<p>The Registered Person will ensure there will be policies and procedures based on local (Jersey) legislation and best practice which will be available and accessible to people receiving care and others.</p> <hr/> <p>Response by the Registered Provider:</p> <p>Highlands' current policies are UK based due to St Philips Care being mainly located in England and the company's policies and procedures are the same for all Homes. After the recent JCC inspection, it was raised for improvement that Highlands should have its own policies that comply with Jersey regulations and relate to the local Jersey Care Commission. This was passed on to the Regional Manager in England, which then was dealt with urgently and is now in the process of all the documents being reviewed and altered to sufficient standards. This change will be implemented in Highlands in the next coming months due to thoroughly overlooking the current policies and procedures and ensuring that all documents are in line with Jersey legislation.</p>
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<p>Area for Improvement 2</p> <p>Ref: Standard 3.12</p> <p>Regulation 3</p> <p>To be completed: by 03/06/2026</p>	<p>The registered person must ensure that a minimum of 50% of all care/support workers on duty at any one time who do not hold a relevant professional qualification have completed a relevant Level 2 Diploma</p>
	<p>Response by the Registered Provider:</p> <p>Highlands has had a large scale of staff change over the last year which resulted in the employment of a number of new staff who had experience in working in care, however, did not have the recommended qualifications. We do work closely with training providers, and it is important to Highlands that our staff are trained accordingly. Therefore, we have contacted trainers to begin enrolment for May this year to ensure that at least 50% of staff have NVQ level 2 or 3 on each team. We will continue to enrol each semester to further develop the knowledge of the employees to ensure that the care provided within Highlands is resident-focused and person centred. We also provide face to face training with a certified trainer from St Philips every 4 months and online courses which are very beneficial and are a good refresher for all staff.</p>

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