



**Jersey Care
Commission**

Summary Report

The Care Hub

Home Care Service

**13 Britannia Place
Bath Street
St Helier
JE2 4SU**

**Inspection Dates:
20, 21, 26 November &
4 December 2025**

**Date Published:
9 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.

The Regulation Officer found the service to be safe, effective, caring, responsive, and well-led, with robust governance and a clear commitment to high-quality, person-centred care. Staffing levels were sufficient to meet contracted hours, with effective rota management ensuring that care delivery took place at the agreed-upon time. Recruitment practices followed best practice, including risk assessments where required and regular criminal record checks.

Robust systems underpin the safe delivery of care, including real-time monitoring, electronic medication administration records, and the use of encrypted Gmail chat to support secure communication. These systems ensure accountability and enable the rapid identification of risks, such as missed medication doses. Incidents, accidents, complaints, and safeguarding concerns are consistently reported, reviewed, and acted upon, with clear management oversight. Medication management is aligned with JCC standards and best practice guidance.

The service provides a comprehensive range of complex care, supported by specialist service leads and thorough assessment and review processes. Care plans and risk assessments are detailed, regularly reviewed, and clearly structured to guide staff in delivering care. Advance care planning and end-of-life care are well supported through specialist training and the use of the Gold Standards Framework.

Care delivery was observed to be consistently kind, respectful, and person-centred. Individuals are supported to exercise choice, independence, and control, with care tailored to their communication needs and preferences. Children and young people benefit from structured, meaningful support, with records written in the first person. Consent is actively sought and documented.

Leadership and culture within the service are well established. Policies and procedures are up to date, accessible, and subject to regular review and updates. Robust quality assurance arrangements, including audits, performance monitoring, and provider reports, ensure effective oversight and governance.

Staff receive comprehensive training in key safety areas, including moving and handling, infection control, and medication management, which is reinforced through annual competency assessments. Staff report feeling valued, well supported, and appropriately trained, with good access to supervision, well-being support, and opportunities for professional development.

Overall, the service demonstrates effective leadership and a commitment to continuous improvement.

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.](#)