



**Jersey Care
Commission**

Summary Report

Kingsley Home Care

Home care service

**Ground Floor
13 Royal Square
St Helier
JE2 4WA**

**Inspection Dates
15 and 17 December 2025**

**Date Published
27 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 inspection found that Kingsley Home Care provides a safe, effective, caring and well-led service with evidence of good practice across all regulatory areas.

Recruitment processes, including those for overseas staff, were robust and largely compliant, with minor Jersey-specific documentation issues corrected during the inspection. Safe recruitment procedures required some minor changes and now fully meet the Standards. Staffing levels were sufficient to meet the needs of care receivers, and staff reported feeling well supported. The service had appropriate systems for incident reporting, notifiable events, and safeguarding, although the incident process has not yet been tested. No complaints or safeguarding concerns had been raised since registration.

Care delivery was found to be effective and responsive. Referrals were appropriately assessed to ensure the service could meet individuals' needs, and contracts were clear and transparent. Care plans were person-centred and supported by risk assessments, and review processes met internal timeframes. Minor issues regarding missing creation and review dates of care plans were promptly addressed. Documentation in care receivers' homes met expectations and was up to date. Quality assurance activity was well evidenced, however could be improved with the development of a more structured annual plan. Monthly reports were reflective of service performance but will now be completed by the Office Manager in line with Standards.

The service demonstrated compassionate and respectful care. Interactions observed by the Regulation Officer were positive, and care receivers reported high satisfaction. Staff, including those recruited from overseas, received appropriate support, supervision, and wellbeing was a priority for this service.

Leadership and governance were effective. The Statement of Purpose remained appropriate, and the service development plan demonstrates a values-based, growth focused direction. Policies were aligned with best practice, with local legislative references updated during the inspection. Training compliance was being resolved, with plans for staff to repeat training where necessary. A structured induction and competency-based shadowing process ensured staff were well prepared for their roles, with care staff reporting a positive experience of induction.

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](#).