



Survey Insights & Key findings

2025 Annual Stakeholder Survey

Jersey Care Commission

Our Key Roles:

- Provides independent assurance on health & social care quality.
- Promotes and supports best practice.
- Works with service users, families and carers to improve outcomes.
- Register health & social care professionals.
- Follows a “right touch” approach – escalating only when necessary.
- Work in partnership with Regulated Providers and other agencies.



Annual Stakeholder Survey



Annual Stakeholder Survey is a valuable tool to:

- Understand service providers experiences
- Identify opportunities for improvement

The survey covered key areas such as:

- General Experience – feedback on contact, responses and clarity.
- Registration and Variations – insights on applications, changes and documents.
- Feedback – views on support and improvement suggestions



114 Regulated Providers

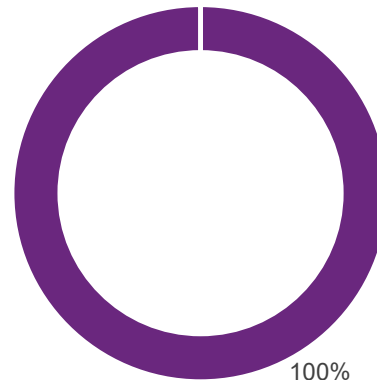
40 Responses

General Experience

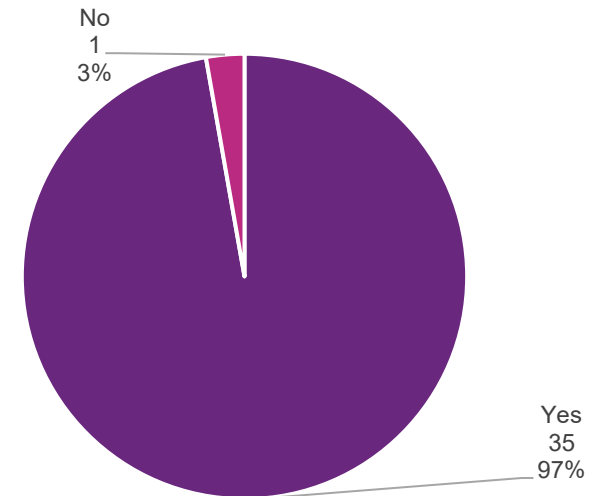
How would you rate the overall quality of response you received from the Jersey Care Commission?

- Excellent – 57% (up from 53% in 2024)
- Very Good – 37% (unchanged from 2024)
- Good – 3% (down from 5% in 2024)
- Fair – 3% (down from 5% in 2024)

Were enquiries addressed promptly?



If the Jersey Care Commission provided you with information, was it clear and helpful?



Registration and Variations

Was the process, for instance registration or making changes to a registration, straightforward?

Yes – 95% (20 responses) (down from 100% in 2024)

No – 5% (1 response)

Were the requirements for documents or evidence clearly explained to you?

Yes – 100% (21 responses) (unchanged from 2024)

Were you satisfied with the overall process?

Extremely satisfied – 81% (17 responses) (up from 63% in 2024)

Satisfied – 14% (3 responses) (down from 37% in 2024)

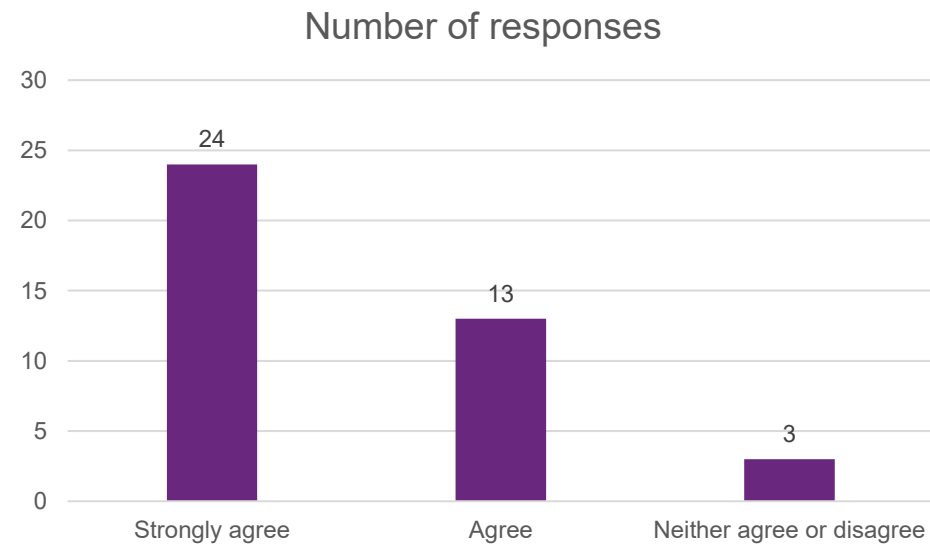
Neither satisfied or not satisfied – 5% (1 response)



Feedback



Do you feel that overall, you or your service has received adequate support from the Commission?





What service providers told us

More unannounced spot checks and further checks on working hours within the sector

I always feel very reassured and even when it is an issue that would not normally concern the Commission, they are extremely helpful at signposting

I have good rapport with my JCC officer, and I feel confident when contacting the team at JCC that any query will be dealt with

I received really strong support and guidance, inspectors were really thorough, supportive, offered guidance.

Great job.
Thank you

The Commission's approach feels fair and supportive

We asked you how we could improve inspections, you said



- Completed (Action implemented)



- In progress (work underway)



- Planned (being considered)



- Not taken forward (considered but not progressed)

Status	You said	We did	Status	You said	We did
	Updated standards, easy to read, clearly structured and simple to follow	Standards were reviewed and published on our website (Adult Standards ; Children's Standards)		Regular learning summaries and proactive communication would support better outcomes	We recognise the value of shared learning. We are always available to support providers and will consider how to introduce regular learning summaries
	Email staff individually to gather feedback on specific standards	We aim to seek feedback from at least 10% of service users and staff		Enhance digital systems for inspections, including portals, live access, and tools to support analysis and learning	New digital submission methods are under consideration and will be piloted first using other required documents
	All care providers, including hospitals, ambulances, etc., should be regulated by the Care Commission	The regulation law has been amended, and once enacted, regulation will begin for the new services.		The Care Commission should hold contact details for all clients supported by each care provider.	This is not feasible due to the number of regulated services and data protection requirements. We will continue to use compliant feedback processes during inspections and remain available daily by phone or email



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