



Jersey Care
Commission

GUIDANCE FOR PROSPECTIVE NEW SERVICE PROVIDERS

February 2026

1. BACKGROUND

This document explains how individuals or organisations can engage with the Jersey Care Commission ('the Commission') when considering setting up a regulated care service, such as home care or care homes. Our aim is to ensure that all enquiries are handled in a structured, professional, and supportive way.

2. THE COMMISSION'S ROLE

Under the **Regulation of Care (Jersey) Law 2014**, the Commission is responsible for ensuring that any provider applying to register to operate a regulated activity is 'fit' to do so.

The Commission's role is focused on assessing applications for registration against the Regulations and ensuring that providers can demonstrate compliance with the Regulations and Standards under which they will be obliged to meet.

Please note:

The Commission does not provide advice on business models, organisational structures, or market opportunities. However, we encourage providers to shape their own service plans and business strategies. These areas sit with the provider, and having a clear plan in place will help support a smoother and more positive registration process.

3. HOW TO ARRANGE A MEETING

Book in advance: Please contact the Commission to book in advance an appointment. Doing so ensures that the appropriate Regulation Officers are available and can provide accurate and relevant guidance regarding registration.

If you arrive without an appointment, we will kindly take your contact details and a brief description of your proposed service. A Regulation Officer will then contact you to arrange a suitable time to meet.

4. HOW TO PREPARE FOR YOUR MEETING

The meeting is an opportunity for the Regulation Officer to listen to the prospective Provider's plans and assess their readiness to set up a new service. It also offers the opportunity for the prospective provider to describe their proposed service in more detail. Discussion topics may include (but not limited to):

- Identify if they need to register the service.
- Type of Service: Clearly define all activities including, Category of care, type of care, intended client group, ethos, capacity, and whether you have a Statement of Purpose or business plan.
- Legal Responsibilities: Understanding of regulatory requirements and "fit and proper person" criteria.
- Management and Leadership: Proposed structure and key roles.
- Staffing and Workforce: Recruitment plans and qualifications and training.
- Facilities and Resources: Premises and equipment.
- Governance: Policies and oversight arrangements.
- Challenges: Anticipated risks or barriers.

5. AFTER THE MEETING

The Commission will keep a record of the discussion. We will offer further guidance on the registration process as needed.

Key Reminder: The Commission's role is regulatory, rather than advisory on business viability. We encourage Providers to come prepared with a clear vision and plan for their service, which will help us give you the most helpful and relevant regulatory guidance.

6. NEXT STEPS

Please prepare your application when you feel ready to move forward. Application forms for registration are available on the Commission's website under the heading Registration.

Once complete, please submit your fully completed application forms along with all supporting documents to notifications@carecommission.je. Providing all required information helps us review your application without any delay.

To ensure we can offer the best possible support, please note that incomplete applications will need to be returned to the applicant so that any missing details can be added.

7. CONTACT

Should you have any questions, please do not hesitate to contact the Commission either by email or telephone.

Telephone: 01534 445801

Email: notifications@carecommission.je