Jersey Care Commission

Summary Report

Christies Care Ltd

Home Care Service

No1 Grenville Street
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Jersey

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10 December 2025

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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.

Recruitment practices were clear and fair. The processes had areas of good practice which reduced bias and encouraged equal opportunities, as well as supporting inclusion. Safe recruitment checks were obtained prior to staff commencing their role. There was evidence of staff training and supervision.

Feedback from two professional's external to the service highlighted effective and responsive service delivery. There was collaborative multi-disciplinary and multi-agency working.

The service has placed notifications of incidents to the Commission as required. The process of escalating incidents was clear, with prompt responses that enabled support for both the care receiver and staff.

Feedback from a care receiver and their representatives praised the service and individual staff. They found the live-in carers and the service overall to be supportive. Live-in carers received a comprehensive handover and an overlap with the outgoing live-in carer to ensure a seamless transition.

Care records were person-centred and holistic. The shared electronic care record system allowed information to be accessed and updated promptly.

The home care service is interlinked with the England based Christies Care home care provider. This provides robust governance, education and human resource systems and supports. There are shared organisational values, and staff are clear about their roles and responsibilities. All staff spoke of positive team working.

There appeared to be a careful and professional approach to future service plans and developments.

There was one area for improvement identified relating to policies and procedures.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 **Ref:** Standard 1.4 Regulation 5 **To be completed:** by 20/04/2026	The Registered Provider must ensure that policies and procedures are aligned with and reference relevant Jersey legislation, Standards and guidance. **Response by the Registered Provider:** It is acknowledged that the three policies reviewed did not reflect Jersey Law or standards. However, not all our policies were reviewed, and Jersey legislation and JCC standards are reflected in the majority of our policies. We have made relevant amendments to the policies, and in relation to the Safe Recruitment Policy, we are seeking further support on the wording from Law at Work, as Christie's Care Business licence is a Non-Resident Undertaking license, and we can ensure that any amendment to this policy is correct. This will be completed in the timeframe provided.

The full report can be accessed from here.