



**Jersey Care
Commission**

Summary Report

12 Le Clos de la Ville

Care Home Service

**Les Amis Head Office
La Grande Route de St Martin
St Saviour
JE2 7JA**

**Inspection Date:
6 March 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 home demonstrates strong practice in keeping people safe, well supported, and meaningfully included. The Statement of Purpose was reviewed against updated standards and found to be broadly compliant, with proposed improvements to strengthen areas such as communication approaches, access to advocacy, and clarity around staffing. Recruitment procedures are robust, supported by a formal Safe Recruitment Policy and guidance from the Human Resources team. Health and safety measures are well maintained; storm-related damage was promptly repaired, and fire safety checks are consistently documented. Although no incidents were formally notified to the Commission since the last inspection, internal logs recorded occurrences and were reviewed monthly by the Head of Governance to identify learning themes.

Care is effective and personalised. Comprehensive 'All About Me' assessments capture communication needs and preferred support strategies. Staff benefit from structured supervision, annual appraisals, and regular team meetings, which facilitate shared learning and consistent care delivery. Care receivers lead active lives supported through personalised activity plans, with opportunities ranging from home-based hobbies to community events and supported holidays.

The service is caring and person-centred, with residents viewing the accommodation as their home. Bedrooms are individually personalised, and care plans detail holistic support needs. Staffing arrangements provide consistency and familiarity for care receivers, and recent increases in staffing hours have enhanced one-to-one support and activity attendance.

Leadership is robust and committed to inclusivity, continuous improvement, and staff development. Proactive initiatives, such as cultural awareness training and themed social events, enhance relationships and understanding across the service.

Feedback from staff, families and care receivers was positive. Governance frameworks, including an updated Equality, Diversity and Inclusion Policy and an Enhanced feedback system, support high-quality care. Achievements such as national accreditation through 'Investors in People' and investment in team-building reflect a culture that values staff engagement and service quality.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan is not required.

The full report can be accessed from [here](#).