



**Jersey Care
Commission**

Summary Report

Complete Individual (CI) Home Care

Home Care Service

Suite 3

Longueville Business Centre

Longueville Road

St Saviour

JE2 7SA

Inspection Dates

18 and 19 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 the report.

4.1 Progress against areas for improvement identified at the last inspection

At the last inspection, no areas for improvement were identified.

4.2 Observations and overall findings from this inspection

The management team remained focused on business as usual throughout the recent takeover, continuing to work efficiently, stay organised, and offer consistent support. Their efforts ensured that day-to-day operations ran smoothly, resulting in minimal disruption for both care receivers and staff during the transition.

The service's Statement of Purpose was reviewed as part of the inspection process and was found to accurately reflect the current practices and service delivery in place.

Supervision and appraisals meet the Standards, with compliance monitored through a matrix. Staff reported receiving regular, useful supervision and said the management team are approachable and available for support when needed.

New staff complete a tailored induction that covers essential training, organisational orientation, and supervised shadowing to build practical skills. Competencies are checked to ensure safe practice, regardless of prior qualifications. All new employees then progress through a structured probation period with clear goals and staged pay increments.

The service provides a strong blended training programme, using in-house equipment for practical simulation and external providers for specialist subjects. With the previous in-house trainer no longer in post, the service is working to train new staff to deliver practical sessions such as moving and handling.

Meal preparation is included in some care packages, with staff completing a weekly meal planner alongside each care receiver to record their preferred foods and meals.

The service supports staff development by helping new staff gain Level 2 qualifications and, through supervision and appraisals, identifying opportunities for further progression and specialist training.

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](#).