



**Jersey Care
Commission**

Summary Report

Centrepoint at Home and More

Home Care Service

**Le Hurel
La Pouquelaye
St Helier
JE2 3FU**


**Inspection Dates
11 & 13 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.

4.2 Observations and overall findings from this inspection

The service continues to deliver child-centred care within a nurturing, safe, and responsive environment and the Regulation Officer found the skilled staff team to be dedicated, caring and child-focused.



A support worker shared:
The Registered Manager and team are very supportive. We are a really close-knit team.

Support workers demonstrate a strong understanding of each child's needs, preferences, and communication styles and were observed to be kind, compassionate and professional.

Activities are thoughtfully planned to promote social development, independence, confidence, and enjoyment, with children supported to make choices about how they spend their time.

The Registered Manager is well regarded by staff, families, and professionals, who described their leadership as approachable, supportive, and effective.

Communication across the team is strong.

Staff files, induction processes, and recruitment records were well maintained.

Three areas for improvement were identified. All staff are to attend level three training in the management and administration of medication, a policy is to be written describing the procedure for the safe handling of money and systems are to be introduced to monitor, audit and review the quality of the care within the service.



A parent shared:

This is the first time a service has met all their needs!



Family feedback included:

I feel that my child's needs are met. The support provided has been positive and beneficial.

IMPROVEMENT PLAN

There were three areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 6.11 Regulation 14</p> <p>To be completed: by 20/07/2026</p>	<p>Staff are to attend Level three management medication training prior to administering medication to children.</p> <hr/> <p>Response by registered provider:</p> <p>Medication training has been booked and should be completed on 8th May.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 7.8 Regulation 7</p> <p>To be completed: by 30/06/2026</p>	<p>A policy is to be developed and shared with the staff team and families regarding the handling of money.</p> <hr/> <p>Response by registered provider:</p> <p>A “Handling of service users’ money” policy has been created and shared with the team. Policy was created once inspection was completed in March.</p>
<p>Area for Improvement 3</p> <p>Ref: Standard 1.9 Regulation 19</p> <p>To be completed: by 30/06/2026</p>	<p>A system is to be introduced to monitor, audit and review the quality of the care within the service.</p> <hr/> <p>Response by the Registered Provider:</p> <p>From May, there will be spot checks carried out by the Registered manager monthly.</p>

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