



**Jersey Care  
Commission**

# **Summary Report**

**Home Care Service**

**My Home Care Ltd**

**Ground Floor  
George House  
Clare Street  
St Helier  
JE2 3XE**

**Inspection Dates  
1 and 2 April 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.

### **4.1 Progress against areas for improvement identified at the last inspection**

At the last inspection, four areas for improvement were identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that all improvements had been made. This means that there was evidence of:

- The service ensures that its policies are available and accessible to people receiving the care and others. A full suite of policies is available both online and in hard copy, and the Registered Manager ensures that care receivers and their families are aware of these and can receive copies upon request. The Client Guide provided to all care receivers during the commencement of their care package highlights that the service policies are available if requested.
- Job descriptions are now available for each role in the service. Additionally, interview records are maintained and stored in the individual files of the employee's.
- Care workers receive a comprehensive induction which incorporates competency assessments, shadowing opportunities, and ongoing supervision to ensure that they are fully competent to work independently and without direct supervision.
- The Registered Manager has introduced an additional questionnaire and learning assessment for each training module completed by care workers to ensure their understanding and competence are effectively evaluated.

## **4.2 Observations and overall findings from this inspection**

The Registered Manager prioritises the wellbeing of both clients and staff through a values-led approach that promotes continuity, reduces stress, and supports positive working conditions. Practical measures such as consistent carers, minimal travel time, and fair pay and benefits contribute to reliable, high-quality care and a motivated, stable workforce.

The service reviewed and updated its medication policy following recommendations from the medication guidance visit on 16 June 2025, incorporating additional procedures for managing life-limited medications and for the ordering, collection, and disposal of medications.

The service prioritises the health and safety of care receivers and staff through safe recruitment practices, appropriate training and supervision, and clear safeguarding procedures. An internal incident reporting system and supportive policies further ensure concerns are identified and addressed effectively.

At the start of the care package, care receivers are provided with a Client Guide that explains how to contact the service, staff arrangements, available support, and how to raise concerns. Feedback confirmed that care receivers found the guide helpful and easy to understand.

The service is strengthening its quality assurance processes by increasing opportunities for care receivers to share feedback, with a focus on learning from experiences to recognise good practice and drive continuous improvement.

The service has a clear complaints policy outlined in the Client Guide, explaining both informal and formal processes with defined timescales and ongoing communication. Feedback is actively encouraged to support listening to individuals' views and continuous service improvement.

The service has established effective systems for reporting and responding to incidents, with evidence of appropriate actions being taken. Further development of structured learning from reported events would support ongoing reflection and service improvement.

## 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.

<b>Area for Improvement 1</b>  <b>Ref:</b> Standard 6.5 Regulation 17  <b>To be completed:</b> by 01/07/2026	The Registered Manager must ensure that staff receive mandatory training within required time scales.
	<b>Response by registered provider:</b>  All mandatory training has now been fully completed, and all employees are now Level 3 Medication certified. We have implemented a forward-looking schedule for refresher courses to prevent any lapse in certification.  Moving forward, completion of all mandatory training will be a prerequisite of the induction process. New recruits will not be permitted to perform unsupervised duties until all necessary training is documented.  Training matrix and certificates have been provided to Jersey Care Commission.

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