



**Jersey Care  
Commission**

## **Summary Report**

**Glanville Care Home**

**Care Home Service**

**70-74 St Mark's Road  
St Saviour  
JE2 7LD**

**Inspection Dates  
18 and 19 May 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, three 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:

- Care plans are reviewed at least every six months, or sooner if required, with all review opportunities clearly documented.
- Safeguarding training has been delivered to the staff team as a standalone unit and is compliant with relevant standards.
- Care and support staff are not working more than 48 hours per week unless in exceptional circumstances. To maintain appropriate staffing levels, an additional bank staff member or the Deputy Manager is deployed to cover unforeseen absences, annual leave, or when increased support is required.

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

The service promotes residents' social well-being by understanding their interests and relationships and encouraging meaningful activities and connections both within the home and the community.

The management team and staff deliver excellent person-centred care, building strong relationships with residents and their families to understand individual preferences and needs. This ensures residents feel happy and supported, with staff kept informed of daily changes through effective handovers.

Staff training meets required standards, with the management team carefully selecting good-quality training providers. The Registered Manager is currently reviewing providers to ensure training remains both effective and accessible for staff.

Staffing levels are appropriate, supported by bank staff when needed, with clear roles and requirements set out in a staffing policy.

The Registered Manager has identified the need to update policies and engaged an external consultant; current sampled policies were found to be comprehensive and aligned with legislation.

The care home follows safe recruitment practices, including Disclosure and Barring Service (DBS) checks and references prior to employment, with a six-month probation period to support staff induction, training, and suitability for the role.

The service provides a structured induction programme, including shadowing, training, and competency-based assessment to ensure staff can perform their role effectively.

The home offers a bright and welcoming environment that provides comfortable communal spaces for socialising, a light and airy dining space, and lots of outdoor private space for enjoying the open air.

The home maintains strong health and safety standards, with effective systems in place for safety procedures and cleanliness. A dedicated housekeeping and domestic team help ensure the environment remains safe, tidy, and well-organised.

Regular audits are conducted across key areas, such as medication, care records, and equipment, to maintain standards and identify improvements.

## 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](#).