



**Jersey Care
Commission**

Summary Report

Gentle Care

Home Care Service

**Suite 3 (Ground Floor)
Tower House
First Tower Business Park
La Route Es Nouaux
St Helier
JE2 4ZJ**

**Inspection Dates
28 and 29 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, no areas for improvement were identified.

4.2 Observations and overall findings from this inspection

New care staff complete a service-developed Code of Practice workbook and a competency-based induction to ensure they understand their roles and responsibilities. They also confirm they have read key policies, demonstrating awareness of expectations. This approach was identified as good practice.

Training meets required standards, with mandatory induction and provider-led refresher updates. Additional specialist training is provided based on client needs and to maintain specialist categories of registration, ensuring staff remain competent and appropriately skilled.

Staff with experience have their skills developed, while those without are supported through mentoring and training to gain Regulated Qualifications Framework Level 2 or 3 and medication administration Level 3 certification.

Small, consistent staff teams are allocated to each client, enabling effective coordination and helping to build strong, trusting relationships.

The service aims to communicate care arrangements in advance, sharing rotas weekly and accommodating client preferences where possible. Any unavoidable last-minute changes are communicated promptly to maintain transparency.

Client records included up-to-date care plans, risk assessments, and daily records that reflected clients' views and wishes, demonstrating person-centred care. Clear contracts outlining fees were in place, ensuring transparency for clients and their families.

During shadowing, management and senior staff model how to maintain clients' privacy and dignity, demonstrating respectful practices and awareness of individual cues to respond appropriately to client needs.

Staff retention is reported as positive, with a strong focus on staff wellbeing alongside quality care. Flexible rostering, incentives such as shift bonuses, long-service rewards, and social events contribute to staff satisfaction and retention.

The service encourages all forms of feedback and has a complaints system in place. Feedback is gathered through surveys, direct communication, and informal discussions, and is reviewed and managed in line with policy. Incident reporting was consistent with regulatory notifications, demonstrating effective oversight.

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](#).