



**Jersey Care
Commission**

Summary Report

Island Home Care

Home Care

**12 Britannia Place
Bath Street
St Helier
JE2 4YS**

**Inspection Dates
6,8,15 May & 3 June 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

The service demonstrated clear compliance with regulatory requirements and a strong understanding of its legal obligations. A culture of accountability and openness was evident, supported by clear and effective communication pathways across the service, ensuring the staff remain informed and able to respond appropriately to operational and care-related matters.

During the unannounced inspection, which coincided with the Registered Manager's absence, the service continued to operate effectively without disruption. This provided assurance that leadership arrangements and governance systems are robust. The staff member facilitating the inspection was knowledgeable, well prepared, and able to provide detailed information regarding care receiver needs, staffing arrangements, and the day-to-day management of the service.

Robust staffing and management structures were evident, with defined layers of support ensuring that staff have access to advice and guidance when required. Regular team meetings and supervision sessions support ongoing communication, reflective practice, and effective oversight of service delivery.

Care planning was identified as a key strength. Care plans viewed reflected a wide range of support needs and were consistently personalised, detailed, and based on individuals' backgrounds, preferences, and assessed needs. Documentation was well maintained, with daily records evidencing continuity of care, effective communication between staff, and a strong commitment to person-centred practice.

Staff Human Resource records were well organised and easy to navigate, providing clear evidence of safe recruitment practices as well as regular supervision and appraisal processes. Structured induction programmes ensured new staff were supported to understand their roles, responsibilities, and expectations.

Staffing rotas were clear and auditable, demonstrating consistent allocation of care workers to individuals, promoting continuity of care. Training provision was a particular strength, with good compliance across essential courses, supported by competency assessments and the use of external providers where appropriate.

Overall, the service evidenced strong governance, effective workforce management, and a consistent commitment to delivering safe, high-quality, person-centred care.

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](#).