



Jersey Care
Commission

Lavender Villa

Care Home Service

La Rue a Don

Grouville

JE3 9DX

Inspection Dates

11 and 14 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.

The Regulation Officer found that the home is safe, effective, responsive, caring, and well-led, with effective systems in place to support high-quality care delivery.

Staffing levels consistently exceeded minimum standards, supported by a dependency assessment tool that ensured staffing ratios reflected care receivers' changing needs. Most staff were appropriately qualified, with no turnover of staff since the previous inspection in June 2025. Disclosure and Barring Service (DBS) checks for existing staff were routinely completed. Training compliance was high, with plans to enhance dementia care knowledge in June 2026.

Health and safety arrangements were comprehensive, including risk assessments, fire safety procedures, infection control, and maintenance checks. The home achieved a five-star Eat Safe rating, indicating excellent food hygiene standards. Incident management systems were robust, with effective oversight and learning outcomes noted. Medication management was safe overall, although improvements were recommended in recording as required medication.

Care was person-centred and responsive, supported by detailed assessments, regularly reviewed care plans, and effective communication systems within the home. Care receiver falls had reduced due to improved preventative measures. Collaboration with external professionals and agencies ensured care receivers get the right continuity of care. Quality assurance systems were well established, including regular audits and the 'resident of the day' initiative to maintain personalised care.

Care delivery was observed to be compassionate and respectful, promoting dignity, choice, and independence. Care receivers benefitted from a varied activity programme and regular opportunities for community engagement. Feedback systems were in place and actively used to improve services. The environment was clean, well-maintained, and dementia friendly.

Feedback from care receivers, their relatives, care staff and professionals were consistently positive.

Leadership and governance were effective, with clear policies aligned to the Standards, local legislation and best practice. Staff were well supported through supervision, appraisal, and wellbeing initiatives. Overall, the home demonstrated a clear commitment to continuous improvement and positive outcomes for care receivers.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection, therefore an improvement plan is not required.

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