



**Jersey Care
Commission**

Summary Report

Aurum Home Care Ltd

Home Care Service

**1st Floor Offices
Herald House
8 Hill Street
St Helier
JE2 4UA**

**Inspection Dates
29 April, 1 May and 9 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.

4.2 Observations and overall findings from this inspection

The inspection of Aurum Home Care found that it continues to deliver care that is safe, effective, and person-centred. This is supported by a committed staff team and positive feedback from care receivers, as well as their relatives and involved professionals. Since the previous inspection, the service has expanded, with an increase in staffing and the development of specialist provision to support individuals with complex needs, including autism and mental health conditions.

A strong theme throughout the inspection was that the service is person-centred and provides compassionate care. Care plans were detailed and tailored to individual needs, promoting independence, wellbeing, and positive outcomes. Feedback consistently highlighted that care is delivered with dignity, respect, and kindness, and that continuity of staff supports strong relationships between carers and care receivers.

The service demonstrated good practice in care planning, risk assessment, and communication. Systems such as electronic care records and communication books support the delivery of responsive care. However, some areas would benefit from enhancement, particularly around documentation consistency, communication clarity, and rota planning.

The inspection also identified strengths in leadership and culture, with staff generally reporting a supportive environment and accessible management. Governance systems are in place, including audits and supervision processes, although opportunities exist to strengthen consistency in communication and oversight as the service continues to grow.

The main area for improvement relates to medication management. While systems are established, inconsistencies were identified between policy, training, and practice. Issues included gaps in documentation, variability in administration practices, and insufficiently robust audit processes.

Concerns were also raised about the reliance on online training and the need for more structured, competency-based approaches. Strengthening medication governance, training, and documentation was identified as essential to ensure safe and consistent practice.

IMPROVEMENT PLAN

There is one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 Ref: Standard 6.12 Regulation 14 To be completed: by 15/08/2026	Medication will be managed in compliance with legislative requirements, professional standards and best practice guidance. Response by the Registered Provider: Following the medication inspection, Aurum Home Care Ltd undertook a comprehensive review of its medicines management systems, policies, procedures, documentation, training and governance arrangements. A revised Medicines Management Policy has been implemented alongside new policies and procedures covering Controlled Drugs and Over-the-Counter (OTC) medication. New documentation has been introduced including medication inventory records, OTC medication administration records, self-medication assessment forms, pharmacy return and disposal records, and a staff medication policy sign-off register. Medication governance arrangements have been strengthened through enhanced audit processes, improved documentation requirements, clearer guidance regarding non-prescribed medication, disposal procedures, stock control and staff responsibilities. Staff have been issued with the revised policies and are required to confirm their understanding through a formal sign-off process. Medication competency assessments and monitoring arrangements have also been reviewed and strengthened. Aurum Home Care Ltd is satisfied that these actions address the issues identified during the inspection and provide a more robust, safe and auditable medicines management framework which is compliant with legislative requirements, professional standards and best practice guidance.
---	--

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