



**Jersey Care
Commission**

Summary Report

**Compassionate Health Care Jersey
Limited**

Home Care Service

**Office 143, Floor One
Regus, Liberation Station
Esplanade
JE2 3AS**

**Inspection Dates
29 June and 01 July 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 service provides personal care and support to individuals in their own homes. The service is newly registered and is developing its systems and workforce while delivering care within a defined and controlled scope.

The inspection found that the service has made a positive and safe start. Care is delivered in a person-centred way, with a clear focus on supporting individuals to remain independent in their own homes. Care planning reflects individual needs, preferences and routines.

Leadership is visible and actively involved in day-to-day operations. Systems are in place to support recruitment, training, care delivery and governance. While these systems are appropriate at this stage, they require further development to ensure consistency and sustainability as the service grows.

Feedback from care receivers, families, staff and professionals was consistently positive and reflected a caring, responsive and respectful service.

Overall, the service meets the Standards, with clear strengths in person-centred care and leadership. Further development of governance and oversight arrangements will support continued improvement.

IMPROVEMENT PLAN

There were two areas 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 6.4; 6.5 Regulation 17 To be completed: by 01/12/2026	The service must ensure that staff are appropriately trained and competent to carry out their roles safely and effectively. Competency-based training should be strengthened in key areas, including safeguarding, capacity and self-determination, basic life support and first aid. Training must also reflect relevant Jersey legislation and local requirements. Response by the Registered Provider: Compassionate Healthcare Jersey Limited has begun identifying local training providers in Jersey to increase access to face-to-face, Jersey-specific training opportunities for our staff. We have also enhanced our induction programme to include key training sessions covering safeguarding, capacity and self-determination, basic life support, and first aid. To support the ongoing training and professional development of our workforce, we will work in partnership with Family Nursing & Home Care, Highlands College, and Care College to deliver high quality learning opportunities tailored to the needs of our staff.
Area for Improvement 2 Ref: Standard 7.2 Regulation 21 To be completed: with immediate effect	The service must ensure that all notifiable incidents and events are reported to the Commission in line with regulatory requirements. The service must strengthen its governance processes to ensure that notifiable events are consistently identified. This should include clear management oversight and staff understanding of notification requirements and reporting thresholds. Response by the Registered Provider: Compassionate Healthcare Jersey Limited has developed a Governance Strategy 2026–2027, which was shared with the inspector. This comprehensive document sets out our governance framework, organisational structure, workforce development plan, operational capacity model, infrastructure development plans and governance controls. It provides a clear strategic roadmap to support the organisation over the next 12 months and ensures that service growth and delivery remain aligned with

	the Jersey Care Commission's standards and regulatory requirements for safe, effective and high-quality care. All notifiable incidents and events are now subject to a formal triage process, with each incident clearly documented, appropriately investigated and followed by timely action. Where appropriate, actions are undertaken in consultation with relevant agencies, the individuals and families involved and the Jersey Care Commission. In addition, an internal training programme is being developed to strengthen staff understanding of statutory notification requirements, reporting thresholds, and their responsibilities for timely and accurate reporting, ensuring consistent compliance with regulatory requirements.
--	---

To ensure there is clear evidence that the required improvements have been made, the following action will be taken:

- No further follow-up is planned until the next inspection; however, the Provider is expected to notify the Commission when each area for improvement has been addressed and provide supporting evidence where required.

These actions will be used to track progress, confirm completion, and provide assurance that the necessary improvements have been achieved.

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