



**Jersey Care
Commission**

Summary Report

**Les Charrieres
Residential and Nursing Home**

Care Home

**La Rue Des Charrieres
St Peter
JE3 7ZQ**

Inspection Dates

**23, 29 June
and 3 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 Regulation Officer found that the home continues to provide a safe, effective, responsive, caring and well-led service. Staffing levels consistently exceeded the minimum requirements set out in the Standards and were adjusted in response to care receivers' changing dependency needs. Staff qualifications, training compliance and competency assessments provided assurance that care was delivered by appropriately skilled personnel.

Safeguarding arrangements were effective, with staff receiving appropriate training and policies aligned to best practice. Incident, accident and near-miss reporting was identified as a particular strength, promoting a positive no-blame culture focused on learning, improvement and effective risk management. Appropriate systems were in place for the reporting and management of notifiable events, and concerns raised by care receivers and relatives were acted upon appropriately by the Registered Manager.

The home maintained a safe environment, with effective arrangements for fire safety, infection prevention and control, equipment maintenance, food hygiene and medicines management. Some concerns relating to medication storage temperatures during an extreme weather event and medication fridge temperature recording were identified and promptly addressed by the Registered Manager.

Care delivery was person-centred and responsive to individual needs. Comprehensive assessments, risk management plans and care plans were in place and reviewed regularly. Care receivers had access to a wide range of healthcare professionals and specialist services, while nutritional needs, communication requirements and significant restrictions on liberty were managed appropriately. A varied activity programme and regular community outings promoted social wellbeing and meaningful engagement.

The Regulation Officer observed positive interactions between staff and care receivers, with dignity, privacy, choice and independence consistently promoted.

Feedback mechanisms enabled care receivers and relatives to influence service development, and staff demonstrated the skills and knowledge required to meet complex care needs.

Feedback from care receivers and/or their representatives was generally positive. Any negative comments received were shared with the Registered Manager, who responded proactively by providing additional context where appropriate and/or taking action to address the concerns raised.

The service benefited from effective leadership and governance. Comprehensive policies, a clear Business Plan, well-established quality assurance systems and high levels of audit compliance supported continuous improvement. The management team demonstrated a clear commitment to staff wellbeing, open communication and learning, creating a positive culture focused on delivering safe, high-quality care and support.

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](#).