



INSPECTION REPORT

02 Children's Home

Children's Care Home Service

**The Office of the Minister for Children and
Families
Government of Jersey
Union Street
St Helier
JE2 3DN**

Inspection Date

14 July 2026

Date Published

27 August 2026

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014 ('the Law'), all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of 02 Children's Home. The children's care home service is operated by The Office of the Minister for Children and Families and there is a registered manager in place.

Registration Details	Detail
Type of regulated activity	Children's Home
Mandatory Conditions of Registration	
Category of care	Children and Young People (0-18)
Maximum number of care receivers	2
Age range of care receivers	0-17
Maximum number of care receivers that can be accommodated in each room	Rooms 1-2 one person
Discretionary Conditions of Registration	
The service must notify the Commission of all admissions within 2 working days.	
Additional information	
An application was approved 19 January 2026 to change the age range from 12-18 years to 5-18 years.	
An application was approved 4 February 2026 to permanently change the age range from 12-18 years to 0-17 years.	
An application to increase the number of registered beds from 2 to 3 was denied on 4 February 2026.	

As part of the inspection process, the Regulation Officer evaluated the home's compliance with the mandatory and discretionary conditions of registration required under the Law. The Regulation Officer concluded that all requirements have been met.

3. ABOUT THE INSPECTION

3.1 Inspection Details

The inspection was announced five days in advance to ensure that any children or young people residing in the home were fully informed and also to make sure the Registered Manager was available to facilitate the inspection.

Inspection information	Detail
Dates and times of this inspection	14 July 2026 1pm – 4.35pm
Number of areas for improvement from this inspection	None
Number of care receivers accommodated on the day of the inspection	Withheld
Date of previous inspection	8 December 2025
Areas for improvement noted at the last inspection	None
Link to the previous inspection report	RPT_02CH_Inspection_20251208.pdf

3.2 Focus for this inspection

This inspection included a focus on these specific lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. SUMMARY OF INSPECTION FINDINGS

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 inspection found the children's home to be a safe, effective, caring, and well-led service that provides high quality emergency accommodation for children and young people.

Although no new staff had been recruited since the last inspection, the Registered Manager maintains oversight of recruitment processes and is actively involved in candidate selection to ensure suitable staff are appointed. Ongoing Disclosure and Barring Service (DBS) monitoring and home specific inductions further support staff suitability and preparedness.

Robust health and safety arrangements are in place, with comprehensive checks completed through an online monitoring system. Risk assessments were detailed and provided clear guidance to staff on identifying and managing risks.

Staffing arrangements are carefully considered to ensure the right mix of skills and experience is available to meet the individual needs of children admitted to the home.

Medication management processes were also found to be appropriate, supported by appropriate training and annual updates for staff.

The home's Statement of Purpose accurately reflects practice, and children's guides provide accessible information about the service, rights, safeguarding, complaints procedures, and available support.

Staff receive regular training, including trauma-informed practice, enabling them to support children who may be distressed by emergency placements. Most staff hold relevant Level 3 qualifications, demonstrating a skilled workforce committed to positive outcomes.

The home was observed to be clean, welcoming, and well maintained, offering a comfortable and homely environment. Children benefit from access to age-appropriate resources, community activities, education, healthcare support, and personalised care planning. Effective admission and transition planning ensure children experience smooth moves with minimal disruption. The use of communication aids and collaborative working with professionals further supports individual needs.

Leadership and governance arrangements were strong. Staff receive regular supervision, and the introduction of an online procedure manual provides clear guidance across key areas of practice. Independent visitor reports were consistent with inspection findings.

The Registered Manager demonstrated commitment and leadership, fostering a cohesive, child centred culture focused on continuous improvement and high-quality care.

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Children's Care Home Standards were referenced throughout the inspection.¹

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection reports, the Statement of Purpose, variation requests and the Children's Homes Procedure Manual.

The Regulation Officer viewed feedback from a former care receiver and held discussions with the Registered Manager. Feedback was also obtained from two external professionals involved with the service and some of the staff team.

As part of the inspection process, documents including policies, care records, health and safety checks, staff training matrix and children's guides were viewed.

At the conclusion of the inspection visit, the Regulation Officer provided verbal feedback to the Registered Manager and followed up by email on 20 July 2026.

This report presents our findings from the inspection and outlines the range of observations made. Throughout the report, we may highlight any areas of good practice identified, along with suggestions where practice could be strengthened or further enhanced.

¹ All Care Standards can be accessed on the Commission's website at

<https://carecommission.je/>

5.2 Sources of evidence.

Key lines of enquiry	
Focus	Evidence Reviewed
Is the service safe	Discussion with Registered Manager about safe recruitment and ongoing DBS checks Induction booklet for CH02 Duty rotas January – March 2026 Health and Safety checks Fire logbook Medication management Risk assessments Liability insurance certificate
Is the service effective and responsive	Review of Statement of Purpose with the Registered Manager Information leaflet for parents and carers Children's guide for 0-11 years Children's guide for 12-18 years Staff meetings Staff training and NVQ qualifications Core staff team and skill mix discussion Discussion about notifications to the Commission
Is the service caring	Environment walk round Personal plans Nutrition Activities Debriefs after discharge Collaboration with other facilities to get up to date resources
Is the service well-led	Discussions with Registered Manager Children's homes procedure manual Supervisions and appraisals Independent visitor monthly reports

6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

Although no staff members have been recruited since the last inspection, and recruitment is undertaken through a central human resources hub, the Registered Manager stated that they maintain oversight of the process. Additionally, they are involved in shortlisting and interviewing candidates to ensure the most suitable individuals are recruited to work in the home.

Ongoing DBS checks are undertaken routinely to ensure staff remain suitable to work with children. The Registered Manager receives notifications where staff members have not updated their DBS status by a required date, enabling appropriate follow up action to be taken.

As this home provides emergency accommodation, staff are ordinarily employed within another home and are deployed as required when emergency admissions occur. The Registered Manager carefully considers the skill mix, experience, and strengths of staff to ensure they are suitably equipped to meet the individual age, needs, and presenting risks of each child or young person admitted to the home.

The Regulation Officer viewed induction records, which evidenced that staff had received an induction specific to this home.

Health and safety checks are completed and recorded through an online monitoring system. These include water management, tap and shower flushing, portable appliance testing (PAT), routine maintenance inspections, and all required fire safety checks. This is particularly important given the home's role as an emergency provision, as it helps ensure that the environment remains safe, well maintained, and suitable for children and young people who may be admitted at short notice. Valid liability insurance is in place.

The Regulation Officer reviewed a range of up-to-date risk assessments. These were comprehensive and detailed, providing clear guidance for staff on identified risks and the strategies required to manage and mitigate them effectively.

During the inspection, the Registered Manager discussed how medications including controlled drugs are managed, stored, administered, and audited. Staff administering medications have completed a Level 3 Medication Administration Module and complete medication awareness training annually. Competency checks will be carried out by the Registered Manager later this year following completion of additional training.

The Registered Manager provided duty rotas from the period of the last admission to the home. Records demonstrated that staffing levels and deployment were reviewed regularly and adjusted after the first week to better meet the child's needs and support positive outcomes.

Is the service effective and responsive?

Care, treatment, and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

The Regulation Officer reviewed the home's Statement of Purpose and is satisfied that it contains all necessary information. Evidence gathered during the inspection and discussions with the Registered Manager demonstrated that the home's practice is consistent with the Statement of Purpose.

The home has children's guides available on admission for 0-11 years and 12-18 years. These provide clear information about the service, including its purpose, how children and young people are supported and safeguarded, what they can expect, and the roles of staff and managers. It also explains children's rights, advocacy, complaints procedures, information sharing, behaviour expectations, safeguarding arrangements, service limitations, and key contacts.

Information is available for parents and carers, where appropriate, explaining the aims and purpose of the home, the support and services available to children and young people, and the expectations, boundaries and standards of behaviour within the home.

When the home is operational, staff participate in regular meetings held in conjunction with the Provider's other home, within which staff members work across both services. These meetings facilitate effective communication, promote consistency and provide opportunities for discussion, ideas and updates on both homes.

Staff working within the home have completed all mandatory training and additional training relevant to the needs of the service, with only one outstanding training requirement identified. The Registered Manager has taken appropriate action to ensure this is completed. Most members of the staff team hold a Level 3 qualification, demonstrating a suitably skilled workforce. The service also works collaboratively with an external provider to deliver person-centred trauma-informed training, supporting staff to meet the individual needs of children and young people residing in the home. In addition, the Registered Manager advised that a new training programme is due to be introduced in the near future through the organisation's Learning and Development Lead, further enhancing staff knowledge and practice.

Given the homes function as an emergency admission facility, staff demonstrated an understanding that children and young people may experience admission as distressing or unsettling. Additional trauma-informed training has been provided to support staff in responding sensitively to children's emotional wellbeing and individual needs.

The Regulation Officer discussed notifications to the Commission and was satisfied that no notifications had been required or submitted since the last inspection.

Is the service caring?

Care is respectful, compassionate, and dignified. Care meets people's unique needs.

As highlighted in the Statement of Purpose this children's home aims *'to provide a high standard of care and accommodation for children requiring immediate safety and support.'* This was evidenced during the inspection.

The home provides a bright, spacious, and welcoming environment, comprising two lounges, a kitchen, dining area, bedrooms with en-suite facilities, and a secure wrap-around garden and patio area. The home was observed to be clean, well maintained, and comfortably furnished, creating a homely atmosphere for children and young people.

A range of toys, games, and resources suitable for different ages are readily available within the home, and staff can access additional age-appropriate resources from other locations as required to meet individual needs and interests. Staff actively encourage children and young people to be involved in community activities, clubs and social events to support inclusion.

This home has an admission criteria and a structured admission process to enable placement quickly. Working collaboratively with other professionals is essential to make sure they have as much information as possible about a potential admission.

As this is an emergency short term placement facility, transition planning starts from admission. The Registered Manager gave a detailed account of a previous transition and all the work involved to ensure the child moved on to their new home without stress. Correspondence from a social worker highlighted how the transition went smoothly with minimal effect on the child.

The staff take part in debriefs after each placement to discuss what went well, what could be improved with the next admission and lessons learnt. This demonstrates a desire to keep improving the service.

The Regulation Officer found the personal plans to be comprehensive, individualised, outcome focused and responsive to individual needs. The staff team actively supports children and young people accessing education and healthcare and demonstrated collaborative working with other professionals.

Communication aids to suit all ages and abilities of children and young people were discussed and some were viewed during the inspection such as pictures of activities, pictures of food, mood diaries.

Is the service well led?

The leadership, management and governance of the organisation assures delivery of high-quality care, supports learning and innovation, and promotes an open and fair culture.

Staff supervision sessions are conducted monthly within the organisation and provide staff with the opportunity to discuss areas such as health and wellbeing, personal matters, support needs, sickness absence, annual leave, and any barriers that may be impacting their role. Action plans are developed where appropriate, with clear timescales and regular progress reviews to ensure identified issues are effectively addressed. A review of supervision records confirmed that they were up to date and consistently maintained within the home.

A children's home procedure manual is now available online and accessible to all staff. The Regulation Officer found the manual to be informative, comprehensive, and easy to navigate. It covers a wide range of topics, including education, safeguarding and protection of children, care planning, and the promotion of health and wellbeing. Associated procedures are clearly outlined to support staff in delivering consistent and effective care.

The independent visitor monthly reports viewed for this year mirror the findings of this inspection and are an added layer of oversight and governance of children's homes.

The Registered Manager demonstrated exceptional motivation, commitment, loyalty, and leadership throughout the inspection. They commended the staff team's ability to respond effectively to change and work cohesively to ensure a child-centred environment that meets the individual needs of each child and young person.

Feedback received:



Former Care receiver:
The staff entertain and spend long periods of time with us. We played Monopoly which distracted us and helped get to know staff better.



Staff: It was wonderful to see the progress Xxx made and to be part of their journey. This has taught me that teamwork, patience, and good support make a big



Staff: Staff didn't treat the placement as temporary and still did valuable work that supports beyond an emergency placement.



Professional: Registered Manager is exceptional in ensuring children are kept safe, understood and well cared for.

Professional: Consistent, thoughtful and child centred support.

Staff: Staff were appropriately selected and the home was adapted to the child's needs.

IMPROVEMENT PLAN

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

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



Jersey Care Commission

1st Floor, Capital House

8 Church Street

Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je