



INSPECTION REPORT

**07 Children's Home
Children's Home Service**

**The Office of the Minister for Children
and Families**

Government of Jersey

Union Street

St Helier

JE2 3DN

Inspection Date

19 August 2026

Date Published

24 September 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 07 Children's Home. This home 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 Service
Mandatory Conditions of Registration	
Category of care	Children and Young People (0-18 years)
Maximum number of care receivers	Four
Age range of care receivers	10-18 years
Maximum number of care receivers that can be accommodated in each room	Bedrooms 1-4 one person
Discretionary Conditions of Registration	
None	
Additional information	
Variation in place to reduce the age range from 10-18 years to 9-18 years to accommodate one 9-year-old. The variation expires on 5 September 2026.	

As part of the inspection process, the Regulation Officer evaluated the home's compliance with the mandatory 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

This inspection was announced seven days in advance to ensure any children or young people living in the home were fully informed. This was considered important because the home operates as a domestic environment.

For the purposes of this report, the term children or young people will be used to describe people living in the home.

Inspection information	Detail
Dates and times of this inspection	19 August 2026 10.00am – 5.20pm
Number of areas for improvement from this inspection	None
Number of children or young people accommodated on the day of the inspection	Withheld
Date of previous inspection	25 & 29 September 2025
Areas for improvement noted at the last inspection	None
Link to the previous inspection report	RPT_07CH_Inspection_20250929.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 this children's home to be a safe, effective, caring, and well-led children's home that is operating in accordance with its Statement of Purpose. The home presents as warm, homely and modern. It is well maintained with all the relevant safety checks to care for children and young people.

Robust health and safety arrangements were in place, including regular checks relating to fire safety, water maintenance, portable electrical appliances, and environmental risks.

Risk assessments for both the home and children and young people were comprehensive, up to date, and regularly reviewed.

Recruitment processes are overseen centrally, with involvement from the Registered Manager to ensure suitable staff are appointed. Ongoing criminal records checks provides additional assurance regarding staff suitability.

Staff benefit from structured induction programmes, mandatory training, supervision, and appraisal processes. The workforce is well qualified, with most staff holding the Regulated Qualification Framework (RQF) Level 3 qualification in Residential Child Care, plus therapeutic, trauma-informed, and Positive Behaviour Support training which enhance practice.

Safeguarding is prioritised throughout the service. Staff demonstrated a strong understanding of their safeguarding responsibilities and work collaboratively to ensure children and young people remain safe and well supported.

Staffing levels were found to be appropriate and sufficient to meet the needs of those living in the home.

Children and young people receive individualised care that reflects their needs, wishes, and aspirations. Impact risk assessments, care plans, positive behaviour support plans, and key-worker sessions demonstrated a child-centred approach. Young people are encouraged to share their views through everyday conversations and activities.

The home provides a nurturing, comfortable, and homely environment. Positive relationships between staff and young people were evident throughout the inspection. Children and young people are encouraged to develop independence through shopping, meal preparation, life-skills workbooks, transition planning, educational activities, and community involvement.

Leadership and governance arrangements were found to be effective. Staff spoke positively about the Registered Manager's leadership, support, and approachability. Independent visitor reports were consistently positive and aligned with the inspection findings.

Overall, the inspection identified a dedicated and skilled staff team committed to achieving positive outcomes and providing high-quality care for children and young people.

There were no areas for improvement identified.

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 report, the Statement of Purpose, variation requests and notification of incidents.

The Regulation Officer gathered feedback from some of the children and young people and several members of the staff team. They also had discussions with the service's management. Additionally, feedback was requested from eight professionals external to the service, however only two responded.

As part of the inspection process, documents including policies, care records, children's guide, independent visitor reports, duty rotas, and incidents were examined.

At the conclusion of the inspection visit, the Regulation Officer provided verbal feedback to the Registered Manager and followed up by email on 26 August 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	Health and safety records and fire logbook Risk assessments Staff recruitment and DBS Training matrix RQF Qualifications Staff induction programmes Duty rotas Medication management Safeguarding policy and training Discussions with the Registered Manager, staff and young people
Is the service effective and responsive	Admission and discharge book Statement of Purpose Welcome pack (children's guide and information) Notifications and incidents Multi-agency working Transition planning Key worker sessions Independent Living Skills Programme Feedback from professionals
Is the service caring	Observations Walk round of the home Personal plans Risk assessments Menu planning and food Activities Staff skills to meet individual needs Feedback
Is the service well-led	Organisational structure Policies and procedures Leadership Child friendly complaints/compliments form Supervisions monthly Independent visitor reports Feedback from staff and young people

6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

The Registered Manager provided evidence of health and safety checks, water maintenance, portable appliance testing, and fire safety checks, including fire drills.

Risk assessments relating to the home were found to be comprehensive and up to date.

Although no staff members have been recruited since the last inspection, some staff have moved across from other homes within the organisation. Recruitment is undertaken through a central human resources hub, and the Registered Manager advised that they maintain oversight of the process. In addition, they are involved in shortlisting and interviewing candidates to ensure that the most suitable individuals are recruited to work in the home. Ongoing criminal records checks are carried out routinely by a compliance team to ensure that staff remain suitable to work with children. The Registered Manager receives notifications when staff members have not updated their criminal records checks by the required date, enabling appropriate follow-up action to be taken.

This service has introduced two induction booklets. The first is designed for new staff and provides greater structure and more detailed guidance, supporting them to understand their roles and responsibilities more effectively from the outset. The second, shorter booklet is provided to existing staff transferring from one home to another and contains information specific to the home, helping them to familiarise themselves with the environment and its procedures.

A review of the staff training matrix provided assurance to the Regulation Officer that all staff are up to date with their mandatory training. Furthermore, all staff responsible for administering medication hold the requisite Regulated Qualifications Framework (RQF) Level 3 qualification.

Several members of the staff team have completed therapeutic and trauma-informed training, while two staff members are currently undertaking Positive Behaviour Support training. This creates a more therapeutic and supportive environment.

The majority of staff have completed the RQF Level 3 qualification in Residential Child Care, with one member of staff currently undertaking the course. This demonstrates the service's commitment to ensuring that staff possess the knowledge, skills, and qualifications required to meet the needs of the children in their care.

Prior to the inspection, the Regulation Officer reviewed staff duty rotas covering the period from March to August 2026. The rotas were colour-coded to identify staff attending training, on annual leave, absence due to sickness, or working night, early, or late shifts. The Regulation Officer concluded that the staffing numbers meet the standards.

The Registered Manager advised that, from September 2026, a new duty rota system will be introduced in line with organisational changes. Feedback from staff regarding the new rota system was generally positive.

Medications are managed well in this home, with the appropriate lockable cabinets, controlled drug book and returns book. Medications are checked three times a day on a medication handover sheet. On the day of inspection, the temperature in the medication room was reading slightly higher than expected and staff had already contacted their pharmacist for advice. Each young person has a medication folder containing a recent photograph, list of medications, any allergies and any other relevant information pertaining to medications. The medication administration sheets were found to be filled in correctly and signed by staff. Any issues identified during the checks are highlighted to the Registered Manager in an email. There was evidence that appropriate action was taken to address issues raised.

The first aid box was found to be fully stocked and fit for purpose. Regular checks were evidenced.

During feedback with the staff team and the Registered Manager, the safeguarding of the children and young people was identified as paramount. All staff are trained to recognise safeguarding concerns and respond appropriately. The team also meets frequently to discuss any issues, share information, and ensure that children and young people remain safe and well supported.

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.

A register is maintained by the Registered Manager and is updated whenever a child or young person is admitted to or discharged from the home. This register was referred to during the inspection.

This children's home was found to be operating in line with its Statement of Purpose. There is a well skilled staff team in place that provides a nurturing and stable environment for children and young people, while promoting the development of essential life skills.

Impact risk assessments are completed in advance of a child or young person moving into the home. This provides evidence of compatibility with other children and young people already living in the home, potential risks, control measures and review arrangements. This essential assessment aims to promote safety, wellbeing and positive outcomes for all involved.

Children and young people moving into the home are provided with a welcome pack (children's guide) which contains information about:

- Staff team and home manager
- Aims and objectives of the home
- Information specific to the home
- What to expect when living in the home
- Key worker and co-key workers

- Residents' meetings
- Allowances
- Activities
- Food and meals
- Staying out overnight and the missing person procedure
- Responsibilities and home expectations
- Helpful telephone numbers, including advocacy services
- The complaints procedure.

A member of staff goes through the pack sensitively with each child or young person to ensure they understand what it's like to live in a children's home. Staff recognise that moving into care can be a potentially traumatic experience, and support children and young people accordingly.

As with other homes, the staff team work collaboratively with external professionals to ensure that health assessments are completed, education is prioritised, mental wellbeing is promoted, and family contact is encouraged where appropriate.

One professional said:

I have always found the staff to be helpful, accommodating and friendly. The environment is homely and relaxing.

Two key workers are allocated to each child or young person living in the home. Key worker sessions take place in a variety of environments that the child or young person is comfortable with, including during journeys to and from activities. These sessions are recorded and signed by both the child or young person and the staff member involved. The Regulation Officer viewed several documented sessions.

The Registered Manager advised that the children and young people do not always favour formal meetings as a means to providing feedback. As a result, staff obtain valuable information about how their views, wishes, feelings, are captured through everyday interactions such as mealtimes, activities, and quieter periods within the home. This approach provides meaningful insight into their lived experiences and promotes the child's voice.

Young people benefit from an Independent Living Skills Programme that supports them in developing skills required for future independence. They are provided with a workbook covering a range of topics, including local information and maps, earning and spending money, maintaining a home, food preparation and shopping, aspirations and preparation for education, training or employment, health and wellbeing and personal care. These are important skills that help prepare young people for adulthood.

Transition planning forms an important part of preparing young people for independent living. Staff provided examples of how transition plans are adapted to reflect individual circumstances and changing needs. This demonstrates a flexible and person-centred approach that values and responds to the views of young people.

A discussion regarding notifications to the Commission highlighted a significant reduction in the number submitted since the last inspection. The Registered Manager attributed this to children and young people becoming more settled within the home and staff consistently promoting positive behaviour and supportive relationships.

Is the service caring?

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

This home has a moderately large secure garden accessed through patio doors. There are three lounges, an upstairs playroom, a dining room, separate kitchen, ensuite bedrooms and adequate staff facilities. Bedrooms are decorated to reflect the tastes and preferences of the children and young people. The home is well maintained, clean and furnished to a high standard making it homely and comfortable.

Staff interacted with children and young people in a manner that was caring, respectful and supportive. Positive relationships were evident throughout the inspection, with appropriate humour used to engage children and young people and promote a comfortable and homely environment.

Several members of the staff team enjoy cooking, and children and young people are given opportunities to choose their meals on a weekly basis. Staff promote healthy eating by providing guidance on nutritious meals, snacks, and drinks.

While staff prepare many of the meals within the home, young people are also encouraged to participate in shopping for ingredients and preparing their own meals, in accordance with the objectives set out in their Independent Living Skills Workbook. This approach helps to develop practical skills, increase confidence, and promote independence. An example of this was observed during the inspection, where a young person was involved in meal preparation. The home had a warm and welcoming atmosphere, with pleasant cooking aromas evident throughout the environment.

The Regulation Officer reviewed all personal plans and was reassured that they were centred on the individual needs of the children and young people. Positive behaviour support plans were evident, safety plans were reviewed regularly, and risk assessments were robust, signed, and subject to regular review.

All documentation was specific to the children and young people living in the home and reflected their individual circumstances and needs.

The service uses an online platform to record personal plans, risk assessments, care plans, and key-worker sessions. The platform also enables relevant professionals involved in the care and support of children and young people to access and update information as required. This promotes effective communication, information sharing, and multi-agency working.

Children and young people have access to a wide range of activities both within the home and in the local community. During the inspection, children were completing challenges set by clubs during the school holidays. A member of staff had also created a booklet containing photographs and a narrative account following an outing with a child, providing a record of their experiences and achievements.

Some children and young people additionally participate in short, focused learning sessions during the school holidays, typically lasting between 15 and 30 minutes each day, to support their educational development. The Registered Manager advised that the home facilitates activities and experiences identified by children and young people wherever possible, ensuring that their interests, preferences, and aspirations are promoted.

The staff team benefits from a diverse range of skills, knowledge, and experiences. Feedback received during the inspection highlighted how staff draw upon each other's strengths and areas of expertise to enhance the care and support provided to children and young people living in the home. This collaborative approach contributes positively to outcomes for children and young people and helps create a nurturing and enriching environment.

One staff member said, *"I appreciate the good communication within the team and the willingness of staff to share their knowledge and experiences."*

The Registered Manager stated, *"I have a really tight team here."*

Another staff member was asked what they were proud of, they said, *"seeing the successes of young people."*

What children and young people said:

I was able to visit a few times before moving in and met the other people who live here. One of the others even bought me a present to welcome me.

I am happy living here, the staff are nice and the house is lovely. I do my own food shopping and cook meals for myself.

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.

The organisation has undergone changes during the past year, resulting in clear lines of accountability and responsibility across the service. The Registered Manager reported feeling well supported and trusted in their role to manage the home effectively. Regular meetings take place with their service lead to discuss operational matters, provide oversight, and ensure that children and young people continue to receive high-quality care and support.

A children's home procedure manual is available online and accessible to all staff. The Regulation Officer found the manual to be comprehensive, informative and user friendly. It covers a broad range of topics, including education, safeguarding and protection of children, care planning, and the promotion of health and wellbeing. Associated policies and procedures are clearly outlined, providing staff with practical guidance to support consistent practice and the delivery of effective care.

The staff members who provided feedback during the inspection process spoke positively about the Registered Manager and their leadership of the home.

Feedback indicated that the Registered Manager is approachable, supportive, and effective in leading the staff team. Staff described the home as being well managed and reported that they felt valued and supported in their roles.



This supportive team along with a fantastic manager helps me build my confidence, skill set and learn from my experiences.

We all bring ideas to the team especially around positive behaviour support and working with younger children from our previous roles.

I feel safe with Xxx (Registered Manager), it's important. We have a good team and lovely children, such a calm environment.

Staff spoke positively about the benefits of receiving monthly supervision. One staff member commented that, in addition to formal supervision sessions, informal supervision and support take place regularly as part of day-to-day practice. Supervision records and appraisals were found to be completed in accordance with the organisation's policies and procedures.

Independent visitor reports reviewed over the past year were positive and provide an additional layer of governance, monitoring, and oversight across children's homes on the Island. The findings of this inspection were consistent with those identified within the independent visitor reports, providing further assurance regarding the quality of care and support delivered by the home.

The Registered Manager and staff team facilitated the inspection in a professional and transparent manner. They were able to provide detailed, thoughtful, and child-centred accounts of the children and young people living in the home. Their responses demonstrated a strong understanding of individual needs, strengths, and aspirations. Throughout the inspection, comments made by staff reflected genuine care, positive and nurturing relationships, and a commitment to achieving the best possible outcomes for the children and young people they support.

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.



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