Jersey Care Commission

INSPECTION REPORT

09 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 Dates

29 & 30 July 2026

Date Published

7 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 Children's Home 09. This Children's 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
Mandatory Conditions of Registration	
Category of care	Children and Young People (0-18 years)
Maximum number of care receivers	4
Age range of care receivers	10-18 years
Maximum number of care receivers that can be accommodated in each room	Rooms 1-3 one person Self-contained flat one person
Discretionary Conditions of Registration	
None	
Additional information	
None	

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

The inspection was announced 5 days in advance to ensure that any children or young people residing there were fully informed. This was considered important because the home operates as a domestic environment, and the Regulation Officer wanted everyone to be aware of the inspection.

Inspection information	Detail
Dates and times of this inspection	29 July 2026 10am – 4.25 pm 30 July 2026 10.50am – 12.05pm
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	N/A

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

The service was registered with the Commission on 17 March 2026, and this is the first inspection.

4.2 Observations and overall findings from this inspection

The inspection found that the home provides a safe, welcoming, and well managed environment where children and young people receive high quality, age-appropriate care.

The home is well maintained, with comfortable communal areas, personalised en-suite bedrooms, and secure outdoor spaces that promote relaxation, recreation, and a sense of belonging. In addition, the home has a self-contained flat that provides opportunities for one young person aged 16 and over to develop independent living skills and prepare for a successful transition into adulthood.

Robust recruitment and safeguarding arrangements are in place, with safer recruitment processes, Disclosure and Barring Services (DBS) monitoring, comprehensive inductions, and ongoing staff development ensuring children and young people are supported by a suitably skilled workforce.

Staff training compliance was good, with additional specialist training completed to meet the diverse needs of children and young people.

Staffing levels were found to be sufficient, providing good support and continuity of care.

Health and safety arrangements were comprehensive, with regular checks, maintenance programmes, risk assessments, and monitoring in place.

Effective medication management systems are in place. Minor medication recording issues identified during the inspection were addressed immediately by the Registered Manager.

Children and young people benefit from positive and nurturing relationships with staff, who adopt a therapeutic and restorative approach to care as outlined in their Statement of Purpose. Young people are actively involved in decision-making, including menu planning, activities, and house meetings, ensuring their views, wishes, and feelings are listened to and acted upon.

Feedback from children and young people was positive, with individuals reporting that they feel safe, enjoy the activities available, appreciate the food provided, and value the supportive relationships they have with staff.

Care planning, risk management, health assessments, and daily recording systems were found to be comprehensive and regularly reviewed. Strong partnership working with external professionals supports positive outcomes in education, health, family relationships, and independence.

Leadership and management were identified as a key strength of the service. The Registered Manager provides effective oversight through regular supervision, quality assurance audits, staff meetings, and partnership working with other managers and service leads.

Independent visitor reports reflected the findings of this inspection and provided additional assurance regarding the quality of care provided.

Overall, the inspection found that the home provides a safe, welcoming and well-managed environment for children and young people. The evidence reviewed demonstrated positive practice across key areas of care and support, and the home was found to be compliant with relevant standards and regulations.

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 Statement of Purpose, variation requests and notifications of incidents.

The Regulation Officer gathered feedback from children and young people and some of their representatives. They also had discussions with the service's management and most of the staff team. Additionally, feedback was requested from two professionals external to the service, no responses were received.

As part of the inspection process, documents including policies, care records, training matrix, 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 7 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	Discussion with Registered Manager on safer recruitment practices Induction programme Duty rotas for June and July Training matrix Risk assessments – environment, vehicles Health & safety checks including fire drills Medication management Walk round of the home Discussions about safeguarding with staff Feedback
Is the service effective and responsive	Review and discussion of Statement of Purpose Children's Guide Activity planner Food and menu planner Evidence of collaboration with external agencies Ways of communicating with children and young people Auditing Feedback
Is the service caring	Personal plans Health assessments Online safety discussion Staff skill mix and review of Regulated Framework qualifications in the team Discussions around choice with Registered Manager and staff team Feedback
Is the service well-led	Leadership meetings Monthly supervisions Children's homes procedures manual Independent visitor reports Feedback Discussion with the Registered Manager

6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

The Regulation Officer completed a tour of the home, which benefits from both enclosed front and rear gardens. The rear garden provides a welcoming outdoor space, with comfortable patio furniture, a flower bed, and a range of outdoor games and activities for children and young people to enjoy. The front garden includes a well-maintained grass lawn.

The ground floor comprises a spacious lounge and dining area that opens into the kitchen, as well as a separate smaller lounge that offers a quieter space for relaxation. Bedrooms are individually decorated to reflect the tastes and preferences of the children and young people living at the home. All bedrooms are equipped with en-suite facilities, promoting privacy and independence.

Additionally, the home has a self-contained flat to encourage young people 16 years and over to prepare for a successful transition into adulthood.

Discussions with the Registered Manager confirmed that no new staff members have been recruited to the team since the home was registered as the staff team were deployed from an existing home. Recruitment processes are managed centrally through the organisation's Human Resources department; however, the Registered Manager maintains oversight of the recruitment process and is actively involved in the selection of suitable candidates to work within the home.

Appropriate recruitment safeguards are in place. DBS checks are routinely undertaken and monitored by the organisation's compliance team to ensure that staff are suitably vetted prior to employment. The Registered Manager receives updates regarding the progress and outcomes of these checks, providing assurance that safer recruitment procedures are being followed consistently. DBS updates are completed throughout staff's employment with the service through the compliance team with any issues brought to the attention of the Registered Manager.

Newly appointed staff are required to complete a structured induction programme, which includes mandatory and additional training relevant to their role, shadowing experienced members of the staff team, and receiving enhanced supervision. This approach supports the safe integration of new staff into the home and enables children and young people to develop relationships with them gradually, promoting continuity of care and emotional well-being.

The home maintains comprehensive risk assessments covering the premises and vehicles. These assessments identified potential hazards and outlined appropriate control measures to minimise risks and promote the safety and welfare of children and young people.

Health and safety arrangements were well documented, with records demonstrating that routine checks were completed consistently. General maintenance of the home is undertaken by a designated maintenance technician to ensure the premises remained safe and well maintained. Specialist external contractors are engaged to undertake water management and legionella control checks, and all required fire safety checks were completed and appropriately recorded. The home keeps checklists and supporting documentation to evidence compliance with health and safety requirements.

Staff training is fully compliant, with all staff having completed their mandatory training requirements. In addition, staff have undertaken a range of specialist training relevant to their roles, including Positive Approaches to Behaviour, Safe De-escalation, Safer Lone Working, Child Exploitation, and Promoting Children's Rights. 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.

More than half of the staff team have achieved a Regulated Qualification Framework (RQF) Level 3 qualification, with three staff currently working towards completion and a further member of staff due to commence the qualification in September.

Feedback from staff was positive and indicated that there are sufficient training opportunities available to meet the diverse needs of the children and young people living in the home. This demonstrates the provider's commitment to maintaining a skilled and knowledgeable workforce that is equipped to deliver high-quality care and support.

A review of duty rotas covering a two-month period and subsequent discussion found staffing levels met the minimum standards, no staff working excessive hours and good skill mix of staff on duty.

The Regulation Officer reviewed the home's medication practices. Staff administering medicines have completed an RQF Level 3 Medication Administration module and complete annual awareness training. The Registered Manager will be completing additional training in September to then check staff competencies.

Medicines were found to be stored appropriately in a locked cupboard. Each child or young person has a folder containing a front sheet with a recent photo, list of medicines, indications and possible side effects. Medication Administration Record (MAR) sheets were found to be signed appropriately. Any 'when required' medication has a protocol written by the prescribing medical professional. Controlled drugs (CD's) were stored in a lockable metal cupboard, and the CD book was kept up to date. Sufficient evidence seen for ordering, collection and disposal of medications. The Regulation Officer noted that an inhaler had not been used and did not have an associated MAR sheet, and a cream to be used for five days did not have a stop date on the MAR sheet. These were discussed with the Registered Manager who acted on this straight away.

The first aid box was in date and evidence of monthly checks were seen.

Discussions were held with members of the staff team regarding safeguarding training and safeguarding procedures. Staff demonstrated a good understanding of their safeguarding responsibilities and were able to clearly articulate the actions they would take should they have any concerns about a child's welfare. This provides assurance that staff are appropriately trained and understand the home's safeguarding processes and reporting procedures.

The Regulation Officer was satisfied that the home is operating safely and effectively to safeguard and promote the welfare of the children and young people residing there. The inspection provided assurance that appropriate systems, processes, and practices are in place to protect children from harm and support their ongoing safety and well-being.

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 home has created a comprehensive Children's Guide that was tailored to meet the needs of both children and young people. The Regulation Officer was informed that a member of the staff team had dedicated a significant amount of time and effort to its development.

The guide was attractively presented, using a colourful and engaging format to support understanding and accessibility. It provided clear information about life at the home and included details relating to:

- The Registered Manager and key staff members
- What children and young people can expect when living at the home
- Information about the home and the services it provides
- Children's and young people's rights
- Advocacy services and how to access them
- Children's and young people's responsibilities
- House expectations and routines
- The complaints procedure
- Useful contact numbers and sources of support.

The Children's Guide was informative, age-appropriate, and designed to support children and young people to understand their rights, responsibilities, and the support available to them whilst living in the home.

The home was observed to align with its Statement of Purpose, as staff foster positive and trusting relationships with children and young people, enabling them to engage with the home's ethos and develop the life skills necessary for a successful transition into adulthood. The Regulation Officer observed caring, thoughtful, and appropriately humorous interactions between staff and young people. These positive relationships were underpinned by clear professional boundaries, contributing to a supportive and nurturing environment within the home.

Children and young people are actively involved in choosing their meals, with preferences reflected in a weekly menu planner. Staff promote healthy eating by encouraging a balanced selection of snacks and drinks. Opportunities are provided for children and young people to develop independence and practical life skills through participation in meal preparation. During the inspection visit, homemade pancakes were offered, and a young person had recently baked a sponge cake. Feedback received was positive, with children and young people commenting that several staff members are excellent cooks and that meals are enjoyed throughout the home.

Monthly meetings are held with children and young people to ensure their views, wishes, and feelings are regularly sought and considered. The Regulation Officer reviewed records of these meetings, which demonstrated that children and young people feel safe and listened to. Evidence showed that their views are acted upon where appropriate, with clear outcomes recorded and communicated.

The Registered Manager provided evidence of effective partnership working with a range of professionals to ensure that children and young people receive appropriate support and services. This collaborative approach promotes access to education, health assessments, and opportunities to maintain and develop positive family relationships, helping to meet the individual needs and best interests of each young person. The staff team adopts a therapeutic parenting approach, promoting positive behaviour through clear and consistent house and vehicle expectations.

Rather than relying on sanctions, staff use restorative and supportive strategies, including providing young people with time and space to regulate their emotions, helping them to develop self-awareness, resilience, and effective coping skills.

Regular audits are completed to monitor the quality of care provided and ensure ongoing compliance with relevant standards, regulations, and the home's policies and procedures. Any identified actions are reviewed and addressed to support continuous improvement.

Feedback from staff and young people indicated that children and young people are listened to and that their views, wishes, and feelings are acted upon. Staff reported that children and young people are given choices, encouraged to participate in decisions affecting their lives, and are treated with respect as individuals.

Is the service caring?

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

The home's Statement of Purpose sets out a strict admissions policy. The home is unable to provide accommodation for children and young people who present with severe learning disabilities, physical disabilities, significant mobility difficulties, or serious mental health needs. This helps ensure that the home admits only those children whose needs can be met safely and effectively by the service.

A visit to the home is offered before admission, where they can meet the staff team, and have lunch or dinner with the other individuals who reside there. They will also be given the children's guide. Same day admission will be considered in exceptional circumstances with the associated documentation and risk assessments in place.

The Regulation Officer viewed a personal plan with the Registered Manager on the online platform along with hard copies. All the risk assessments were comprehensive and up to date. Annual health assessments completed with appropriate action plans in place.

Care plans covering health and wellbeing, learning and education, and positive behaviour were viewed and found to be informative. Each child or young person has an 'all about me' document in their file. The daily notes were written well and are audited by the Registered Manager along with a senior member of staff.

The staff team have received online safety training and engage in regular discussions with children and young people about staying safe online. Agreed boundaries and time limits are established for the use of mobile phones, gaming equipment, and other digital technology.

Activity planners are displayed in the kitchen with the young people's consent to outline what's happening for the week. As the inspection was undertaken during the school holidays a variety of activities were displayed including:

- fishing
- walking, cycling
- flying a drone
- virtual school activities
- beach and swimming
- bowling
- going to the fun fair
- skate park
- visiting families/friends.

The home provided a warm and welcoming environment. The atmosphere was vibrant and homely, with living spaces that were comfortable, well-maintained, and reflective of the needs and preferences of the children and young people. The overall environment promoted a sense of belonging, safety, and well-being.

Feedback from children and young people was very positive. They reported feeling safe, spoke highly of all members of the staff team, and said they enjoyed the variety of food provided. They also enjoyed opportunities to go out and take part in activities and valued having comfortable bedrooms where they could keep their own belongings and personalise their space.

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.

Visible leadership and management was apparent in this home and staff team with staff commending the Registered Manager on their leadership style and therapeutic approach to caring for children and young people in the home.

Regular meetings take place with other Registered Managers, service leads, and members of the staff team to ensure consistent communication, discuss service developments, share good practice, and maintain effective oversight of the service.

The Registered Manager evidenced that monthly supervision sessions are taking place. They informed the Regulation Officer that a revised supervision template will be implemented from September, as a recent audit identified opportunities to strengthen and update the current supervision process.

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.

Monthly independent visitor reports are completed in line with the relevant regulations, providing an additional level of scrutiny and oversight of the children's home. The findings and observations within these reports were found to align with the evidence gathered during this inspection.

What staff said:

I feel that sometimes the children are not always heard by senior leaders within children's services, but we hear them.

This is the best team I have worked with; we just work together!

I feel like the mother of the home. I love my job and I think Xxx (the Registered Manager) is a great leader.

The team have really bonded over the past year and the morale is good.

This feels like a family.

Young people and their representatives said:

I can speak to any member of staff about things if I need to.

Xxx (the Registered Manager) is fabulous and the staff are beyond amazing. This is the best home Xxx has been in.

I like this house and I can do lots of stuff. They (staff) have agreed that I can stay up one hour later in the holidays.

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