



**Jersey Care
Commission**

Summary Report

Kingsley Home Care

Home care service

**Ground Floor
13 Royal Square
St Helier
JE2 4WA**

**Inspection Dates
8, 13, 14 and 17 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 service was delivering safe, effective, responsive, caring and well-led care, with evidence of strong management oversight, robust recruitment practices and a commitment to continuous improvement.

Staffing arrangements were sufficient to meet care needs consistently, with contingency arrangements in place to provide cover during periods of absence. Recruitment processes were thorough, particularly in relation to overseas workers, and included verification of qualifications, references and suitability. New staff completed a structured induction, shadowing period and six-month probation, supported by regular supervision and oversight.

Systems for managing incidents, accidents and near misses were comprehensive, enabling learning and service improvement. Health and safety arrangements were well established, with appropriate risk assessments, personal emergency evacuation plans and staff training in place. Notification requirements were generally met, although one notifiable event had not been reported correctly; the Registered Manager demonstrated an appropriate response and implemented measures to reduce the risk of recurrence.

Care planning and assessment processes were comprehensive and person-centred, ensuring care reflected individual risks, preferences and outcomes. The service demonstrated awareness of Jersey-wide strategies and guidance, including dementia, palliative care and pressure ulcer prevention. Participation in a Government of Jersey Discharge to Assess pilot further demonstrated the service's ability to respond flexibly to changing needs and work collaboratively with partner agencies.

Feedback from care receivers, relatives, professionals and care staff was consistently positive. Care receivers reported warm, respectful relationships with care staff and were supported to make choices and maintain independence. The service had also strengthened opportunities for feedback through new engagement mechanisms and regular spot checks.

Medicines management arrangements were subject to a specialist inspection by the Commission's Pharmacist Inspector in March 2026. While appropriate policies, storage arrangements and improvement initiatives were evident, further work remained necessary to strengthen record keeping, competency processes and audit activity. Progress was already being made through enhanced training, competency assessments and improved medication recording systems.

Leadership was found to be effective and supportive, with a clear vision for service development, strong governance arrangements, a positive workplace culture and a collaborative management team with clearly defined responsibilities.

IMPROVEMENT PLAN

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

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