



**Jersey Care
Commission**

Summary Report

St Ewolds

Care Home Service

**Balmoral Drive
La Route de la Trinite
St Helier
JE2 4NJ**

**Inspection Dates
17, 18, and 21 August 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.

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 home benefits from an established senior management team that provides effective oversight of care delivery and clinical practice. Robust arrangements were in place to assess and maintain staff medication competencies, with records reviewed evidencing a strong commitment to safe medication management and workforce development.

New staff complete a structured induction programme, including mandatory training and shadowing opportunities, to develop the knowledge and skills required for their role. This helps ensure staff are confident, competent and able to provide safe and effective care in line with the home's policies and procedures.

The home demonstrated a strong commitment to staff development, supporting care staff to achieve ongoing qualifications, including the Regulated Qualifications Framework (RQF) Level 3 in Adult Care and Medication Management. This approach promotes a skilled workforce, with the majority of care staff trained and competent to administer medication safely, promoting flexibility in staffing and ensuring care receivers have timely access to their medicines. This was identified as an area of good practice.

The home does not provide specialist dementia care; however, staff support a number of care receivers with mild to moderate cognitive impairment. While staff demonstrated an understanding of these individuals' needs, there is an opportunity to further enhance the environment through the introduction of more dementia-friendly features and by seeking specialist advice on environmental adaptations to better support orientation, independence and wellbeing.

The Regulation Officer observed consistently positive and respectful interactions between staff and care receivers throughout the inspection. Staff demonstrated a good understanding of individuals' needs and preferences, providing kind, person-centred support. Feedback from care receivers was overwhelmingly positive, with comments highlighting staff as caring, considerate and respectful.

The home provides a varied programme of daily activities that promotes social engagement, physical wellbeing and emotional health. A dedicated activities coordinator oversees the programme, which includes exercise sessions, games, entertainment, community outings using the home's minibus, and opportunities for spiritual wellbeing through regular religious services and support to access other faith-based activities where requested.

The provider has demonstrated a commitment to improving the home environment through an ongoing refurbishment programme, including the installation of en-suite shower facilities within bedrooms. Although progress has been slower than initially planned due to the prioritisation of other safety-related improvements, care receivers spoke positively about the planned upgrades and expressed enthusiasm about the enhanced facilities.

There was a clear process in place for reporting and managing incidents and accidents, with records maintained electronically and oversight provided by the Registered Manager and the provider organisation's health and safety team. Incidents were reviewed and, where necessary, investigated to identify learning opportunities, with trends monitored through regular senior leadership oversight to support continuous improvement.

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](#).