Jersey Care Commission

# Summary Report

## Youniversal Care Limited

## Home Care Service

## 9 The Parade
## St Helier
## JE2 3QP

## Inspection Dates
## 20 & 24 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.

The findings from this inspection show that the service continues to meet Standards, and is focused on delivering quality, person centred support. During the inspection process, information requested for review by the Commission was readily available, records were well organised and maintained, and systems were in place to support effective governance and oversight.

Personalised care planning was considered as a strength of the service. Records reviewed demonstrated a personalised approach to support that had been planned in conjunction with the care receiver, and reflected their preferences, wishes and needs.

Recruitment processes were found to be safe, and staff receive a bespoke induction based on their individual needs. They are provided with training and ongoing managerial support, supervision, appraisals, informal guidance and access to other wellbeing initiatives. Staff retention is good, and there is little staff turnover.

Feedback received from families was overwhelmingly positive. Relatives described the service as caring, reliable and responsive, and several commented that the Registered Provider is selective when recruiting and allocating staff. Families stated that this approach gives them confidence in the quality and consistency of support delivered and helped to reduce their concerns.

Health professionals described the service positively and expressed confidence in its ability to meet care receiver's needs safely and effectively. They described constructive working relationships with the service, and reported that the management team were responsive, approachable and mindful of the services capabilities and limitations. Staff members were positive about their roles and described feeling supported, valued and listened to by management.

The Registered Provider and Registered Manager maintain oversight of the day-to-day operation of the service and are actively involved in supporting care receivers.

Additional governance processes are in place to provide further assurance regarding the quality and safety of support provided.  There are no areas for improvement arising from this inspection.

## 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.