

The work of the Jersey Care Commission is expanding. **Chief Inspector Becky Sherrington** answers key questions about what these changes mean for Islanders

EXPANSION OF REGULATED CARE SERVICES IN JERSEY

What is changing in the regulation of care services in Jersey, and what does this expansion mean?

Following changes to the Regulation of Care (Jersey) Law 2014, our remit has expanded to include the regulation of hospital services, ambulance services and Government-provided mental health services. Certain laser clinics will also be inspected under the updated Law.

This means these services will be subject to independent regulation against a Single Assessment Framework, a set of clearly defined standards that outline how care services should be provided. The changes reflect a commitment to ensuring Islanders receive health and social care services that are safe, effective, caring, responsive and well led.

What's the purpose of independent regulation, and how does it help improve care?

Independent regulation helps provide Islanders with assurance about the quality, safety and effectiveness of health and social care services, while supporting continual improvement in care quality. We help achieve this by setting clear, evidence-based standards and assessing services fairly, proportionately and transparently through inspections and ongoing oversight.

What services are included in the expanded regulation, and what is not?

The expanded Regulation of Care (Jersey) Law 2014 includes the independent regulation of hospital services, ambulance services, Government provided mental health services and certain laser clinics.

Ambulance services provided by charitable organisations, including St John Ambulance Jersey and Normandy Rescue, also fall within the updated Law. Private mental health services are not included. Decisions about which services are regulated are made through the legislative process and voted on by the States Assembly. The Commission's role is to apply the Law as enacted.

What happens next, and when will inspections begin?

Following the amendments to the Regulation of Care (Jersey) Law in November 2025, the Law was enacted on 6 April 2026. Newly regulated services now have until November 2026 to register with us.

We're preparing to carry out our first onsite inspection with a blend of local and external inspectors in 2027.

How will hospital services be inspected?

Hospital services won't be inspected all at once. Because of the size and complexity of the hospital, inspections will be introduced in a phased, proportionate way, focusing on defined service areas or "blocks" over time, including medicine, surgery, outpatients, women and children's services and mental health. This approach will also help protect patient safety and minimise disruption to patients, staff and day-to-day clinical activity.



Becky Sherrington Jersey Care Commission Chief Inspector

Who carries out inspections? Will specialist expertise be used?

Inspections are carried out by our experienced team of Regulation Officers, who have a wide range of professional experience from across health and social care, including frontline care, clinical, leadership and management roles. To inspect the hospital, ambulance and mental health services, specialist knowledge will also be required, so inspections will also be supported by external senior clinical advisers and subject matter experts, including specialists from other regulators such as the Care Quality Commission (CQC), professional bodies including the Royal College of Psychiatrists and other relevant organisations.

What happens during an inspection?

During an inspection, a range of evidence is gathered from different sources, including discussions with service users and their families or carers, staff and leaders, on-site observations and review of records and systems.

At the end of the inspection, initial feedback is shared with service leaders before an inspection report is produced setting out findings, including both good practice and areas for improvement. All inspection reports are published on the Jersey Care Commission website.

What happens after an inspection?

After each inspection, we publish an inspection report on our website. We don't use ratings or judgement scores. Instead, reports provide clear, evidence-based findings that support transparency, accountability and continual improvement. The reports identify what is going well and areas of good practice as well as areas of improvements. Reports clearly set out if required the actions needed and timescales for improvement, with progress monitored through ongoing oversight.

For more information visit carecommission.je

