



**Jersey Care
Commission**

Summary Report

Cheval Roc Residential and Nursing

Care Home

**Les Nouvelles Charrieres
Bonne Nuit Bay
St John
JE3 4DJ**

**Inspection Dates
27, 28 and 29 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 home has safe recruitment practices and structured induction programmes. The practices were aligned with the organisation's policies, which reference local legislation, Regulations and Standards.

Staffing levels and skill mix met the Standards and enabled the delivery of care and support set out in the home's Statement of Purpose.

Medication management enabled safe practice, with evidence that key recommendations from the 2025 Pharmacist Inspection had been implemented.

Training records demonstrated that staff were up to date with the home's mandatory training requirements and that these included statutory training requirements relating to local legislation. Additional scenario-based training delivered by senior nurses was noted as an area of good practice.

The staff handover observed by the Regulation Officer was professionally and skilfully delivered and well managed to promote the transition of information between day and night staff and set the scene for a day with the care receivers' needs at the centre.

Feedback from care receivers and their representatives was consistently positive regarding staff's manner. The Regulation Officer was informed that the Registered Manager was approachable and that staff were caring.

Professionals external to the service praised the team's responsiveness and effectiveness. The Regulation Officer observed staff's approach and noted it to be warm, patient, and respectful, with humour and laughter also being shared.

Care records were holistic, and care plans demonstrated a detailed knowledge of care receivers' individual preferences and care needs and supported the delivery of person-centred care.

There were a wide range of engaging activities to promote physical, psychological and social wellbeing to meet group and individual needs. The home environment was clean and welcoming.

There were clear leadership and governance frameworks, with systems for escalating, reporting and reviewing issues and incidents.

Staff were given regular opportunities to discuss their role and any issues through formal supervision and appraisal. Staff spoke positively about their roles, their work within the home and the team, and the support provided by managers. This is a well-managed home.

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](#).