Jersey Care Commission

Summary Report

Mourant Lodge

Care Home Service

Les Amis Limited
Five Oaks
St Saviour
JE2 7GS

Inspection Dates
20 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

Overall, the inspection found that the service provided safe, effective and caring person-centred support. Staff were appropriately recruited, trained and supported, and management and governance arrangements promoted quality, learning and continuous improvement.

Safe recruitment procedures were consistently followed, including appropriate identity, Disclosure and Barring Service (DBS) and reference checks. Staff had completed relevant training, including health and safety and medication administration. Medication arrangements were safe, and the home was clean, well maintained and subject to appropriate fire and safety checks.

The service had responded appropriately to a recent safeguarding concern. A comprehensive review was undertaken, resulting in an action plan and improvements to practice, including extending the staff induction programme from six to twelve weeks. This provides new staff with more time to understand care receivers' individual needs and develop relationships before working independently. The Regulation Officer was satisfied that meaningful action had been taken to reduce the likelihood of similar concerns arising. Future inspections will consider whether this learning and the resulting improvements have become embedded in practice.

Care plans were person-centred and provided clear information about each individual's communication needs, preferences, routines, goals and required support.

Care receivers were encouraged to participate in decisions about their care and to maintain their independence. A varied programme of social and community activities was available, supporting participation, relationships and wellbeing.

Staff were observed providing compassionate, respectful and dignified care. Regular supervision, appraisals and team meetings supported staff development and the sharing of information and good practice.

Leadership and governance arrangements provided effective oversight of the service. Monthly quality assurance reviews considered areas including staffing, safeguarding, incidents, complaints, health and safety and the environment. Overall, the inspection found that the service promoted people's safety, wellbeing, independence and inclusion within a positive and supportive environment.

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.