Summary Report

Nova Health Jersey Limited

Home Care Service

Suite 5
Longueville Business Centre
Longueville Road
St Saviour
JE2 7SA

Inspection Dates
30 September and 2 October 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

Nova Health Jersey Limited has continued to develop since the last inspection, increasing the number of care packages from two to seven while maintaining a measured approach to growth.

Recruitment practices were found to be robust, with appropriate checks, references, and structured interviews completed for new staff.

Two induction programmes are in place to support new employees; one programme is designed for staff who already have healthcare experience. The other is designed for staff who do not have previous healthcare experience and may need additional training and support during their probationary period.

Training records demonstrated high levels of compliance, supported by in-house therapy led training and a wider range of external learning opportunities.

Staff supervisions are completed regularly, through individual and group sessions along with annual appraisals.

Care is delivered through a strong therapy led, person centred model. Care receivers and their representatives are actively involved in care planning, goal setting and reviews.

Comprehensive assessments, multidisciplinary working and clinical oversight ensure care remains effective and responsive to individual needs.

Written agreements are in place, signed and dated, outlining specific care packages, terms and conditions and how to end a care package.

This service demonstrated a strong commitment to governance and continuous improvement.

Recommendations arising from a recent medication inspection had all been actioned, with enhanced auditing systems, updated documentation, and additional staff training implemented.

Monthly audits, spot checks, provider reports and a detailed self-assessment process provide effective oversight of quality and safety.

Policies were found to be factual, concise, easy to navigate with clear review dates.

Feedback from professionals, staff, care receivers and their representatives described Nova Health as a professional, trusted provider that delivers high-quality care for individuals with complex care needs.

There were no areas for improvement 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.