



**Jersey Care
Commission**

Summary Report

**St Joseph's Residential and Nursing
Home**

Care Home

**St Johns Road
St Helier
JE2 4XZ**

**Inspection Dates
18, 19 and 26 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.

A particular strength of the home is that, despite its size, it provides a warm and welcoming environment that does not feel like a large care setting. This is supported, in part, by the home's layout, which is divided into six distinct units. While the size and geographical spread of the premises might not naturally lend themselves to a homely atmosphere, the management team and staff consistently create an environment that feels relaxed, comfortable, and person-centred. This was evident throughout the inspection and reflects a positive culture within the home.

The home is also undergoing a programme of refurbishment, which is being completed on a phased, unit-by-unit basis. Careful planning and oversight have ensured that disruption to care receivers has been kept to a minimum, with limited noise and minimal impact on the day-to-day operation of the home.

The home is well led and effectively managed. The Registered Manager demonstrated exceptional knowledge of care receivers, staff and the day-to-day operation of the home. They maintain a strong understanding of individual needs, staff strengths and team dynamics, enabling informed decision-making and effective oversight.

The Registered Manager is supported by two deputy managers, with responsibility for the residential and nursing units respectively. Together, the management team provides strong leadership and clear operational oversight across the service. In addition, a staff member currently working as a team leader has expressed an interest in progressing to a Deputy Manager role in the future.

The management team's proactive approach enabled potential issues to be identified and addressed at an early stage, reducing risks and promoting continuous improvement.

This was evident throughout the inspection, particularly in relation to incident management, organisational learning, quality assurance processes, and staff support and development. The management team demonstrated a commitment to maintaining high standards of care and fostering a positive culture within the home.

Feedback from care receivers and their relatives was consistently positive regarding the quality of care provided and the range of activities available within the home. Care receivers also spoke positively about the food offered, highlighting both the quality of meals and the choice available to them.

Staff feedback demonstrated that team members had a clear understanding of their roles and responsibilities and felt well supported by both their colleagues and the management team. Staff described a positive working environment, with access to guidance and support when required, contributing to the effective delivery of care.

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](#).