Jersey Care Commission

Summary Report

The Care Hub

Home Care Service

First Floor Office Suite
13 Britannia Place
Bath Street
St Helier
JE2 4SU

Inspection Dates:
24 and 25 September 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 inspection found that the service was safe, effective, responsive, caring and well led. Staffing capacity was sufficient to meet commissioned care needs, with additional resilience provided through access to bank staff.

Safe recruitment practices were consistently followed, including robust risk assessments where criminal record disclosures were identified and the routine renewal of criminal record checks.

Induction, training and competency arrangements were comprehensive, with staff either achieving or working towards relevant qualifications. Specialist training pathways demonstrated a strong commitment to workforce development for the categories of care this service is registered for and was identified as an area of good practice.

Systems for managing incidents, complaints, safeguarding concerns and medication errors were effective. The service promoted a positive learning culture, supported by root cause analysis, structured review processes and clear governance arrangements.

Innovative approaches, including the trial of a medication dispensing robot, demonstrated a commitment to improving safety and independence for care receivers.

Care delivery reflected person-centred principles throughout. Care plans, risk assessments and reviews were comprehensive, tailored to individual needs and regularly updated. Activities, social wellbeing, communication needs, nutrition and falls prevention were effectively addressed within care planning. The service promoted meaningful engagement through social events and supported care receivers to maintain choice, control and independence.

Positive observations and feedback from care receivers and relatives indicated that care was delivered in a respectful, compassionate and dignified manner.

The service demonstrated effective practice in advance care planning, consent and delegated tasks. Arrangements were in place to ensure restrictions on liberty were reviewed appropriately and legal documentation, including Lasting Power of Attorney information, was readily accessible.

Leadership and governance were effective. Comprehensive development, business continuity and audit plans supported continuous improvement, while policies reflected legislation, regulatory requirements and best practice.

Staff wellbeing was prioritised through dedicated support, regular wellbeing initiatives and reflective supervision. Staff feedback was largely positive, indicating a supportive culture, effective leadership and a workforce committed to delivering high-quality, person-centred care.

Feedback from care receivers, a relative and professionals were consistently positive regarding their experience of The Care Hub.

Overall, the service demonstrated a strong commitment to safety, quality improvement and positive outcomes for care receivers.

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.