



**Jersey Care
Commission**

Summary Report

Thrive

Home Care Service

**12 Britannia Place
Bath Street
St Helier
JE2 4YS**

**Inspection Date
23 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.

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

The inspection found a well-managed service with established governance arrangements and a clear commitment to providing safe, person-centred care. Representatives of the children and young people reported feeling safe, respected, listened to and involved in decisions about care.

Assessment and care planning was comprehensive and reflected individual needs, preferences, communication methods and identified risks. Care records demonstrated that staff knew the children and young people well and understood how to provide individualised support. Regular review of care plans and risk assessments, effective handovers and consistent staffing arrangements supported continuity of care.

Safe recruitment and structured induction processes are in place. Staff training was a strength of the service, with competency assessments, relevant qualifications and specialist training supporting staff development. Staff generally reported feeling well supported and prepared for their roles.

Strong leadership and governance arrangements supported oversight of staffing, training, safeguarding, incidents and quality assurance. Regular audits, management meetings and in-home spot checks provided assurance about the quality and safety of care.

Medication management arrangements are generally robust. An improvement relating to a variable-dose protocol was identified and addressed promptly during the inspection.

Overall, the service demonstrated strong leadership, effective person-centred care planning, good staff development and a commitment to continuous improvement.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection

The full report can be accessed from [here](#).