Jersey Care Commission

Summary Report

Aztec House

Care Home Service

37 Kensington Place

St Helier

JE2 3PA

Inspection Date
5 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.

Aztec House is operated by The Shelter Trust and provides supported accommodation for adults experiencing homelessness. The service promotes safety, stability and independence, while supporting people with housing, health, wellbeing and practical needs.

The inspection found appropriate arrangements for recruitment, induction, staffing, training, safeguarding and health and safety. The Pharmacist Inspector's review found appropriate medication management and competency arrangements. Staffing was maintained despite a night support vacancy through established cover arrangements. Staff had access to relevant training, and the service monitored medicine competencies and introduced annual competency assessments.

Assessment and support planning were person-centred and goal focused. The Home Star tool, key-working sessions and regular reviews supported people to identify goals and monitor progress. Service users had access to food and drinks throughout the day and were supported to attend health appointments, engage with external services and work towards more independent accommodation.

Service users described staff as respectful, caring and approachable. Feedback also showed that people felt able to raise concerns and were supported with appointments and communication needs. Staff and external professionals described the service as compassionate, responsive and willing to advocate for people when support from other services was difficult to obtain.

The service had clear governance arrangements, including monthly provider reports, incident reviews, medication audits, supervision and several routes for feedback. Environmental and maintenance matters were monitored and escalated. Overall, Aztec House provided a safe, caring and responsive service. No areas for improvement were identified during this inspection.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection, therefore; an improvement plan is not required.

The full report can be accessed from here.