Jersey Care Commission

Summary Report

Eden House

Care Home Service
(Short Breaks Centre)

Les Cloches
Le Squez Road
St Clements
JE2 6BG

Inspection Date
29 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.

The inspection found that Eden House continued to provide safe, caring and individualised short-break care, with children and young people supported by staff who understood their needs and promoted choice, independence, inclusion and positive experiences.

Despite recent challenges with staff availability, the service had continued to maintain appropriate staffing levels, supported by the flexibility and commitment of the existing staff team. This had enabled continuity of care to be maintained without a reported impact on care delivery. Rotas demonstrated an appropriate balance of skills and qualifications, supported by strong compliance with mandatory and needs-led training. Revised induction arrangements, development plans and regular supervision supported staff competence. Staff feedback indicated a positive, open culture with accessible and supportive management.

Safeguarding, incident management, health and safety and fire-safety arrangements were well established. Improvements had been made to incident analysis and post-incident support, encouraging reflection and learning. Medication management was generally safe; however, improved monitoring of minimum and maximum storage temperatures was required.

Care and support were informed by comprehensive assessments, effective multidisciplinary working and detailed short-break plans. Communication was a particular strength, with individualised approaches enabling children and young people, including those communicating non-verbally, to express choices, preferences and feelings. Preparation for each stay was thorough, and activities were planned and reviewed to promote enjoyment, wellbeing, independence and social inclusion.

Leadership and governance remained strong. Quality assurance arrangements included regular audits, management oversight, independent monitoring and newly introduced biannual service-development reporting. An area for improvement identified at the previous inspection concerning written family agreements had been fully addressed.

The service demonstrated a clear commitment to continuous improvement. Overall, the inspection provided positive assurance regarding the quality, safety and responsiveness of the service.

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.