Jersey Care Commission

Summary Report

Sanctuary House

Care Home Service

La Rue du Croquet
St Brelade
JE3 8BZ

Inspection Date
7 and 8 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.

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

Sanctuary House provides a welcoming, homely environment for men experiencing homelessness, offering safety, stability and person-centred support. Residents spoke positively about the respectful, compassionate and non-judgemental approach and staff were observed interacting respectfully with residents.

Residents are actively involved in planning their support and progressing towards greater independence. Admission and assessment processes consider individual needs and risks, while regular keyworker sessions enable residents to participate in planning and reviewing their support. Opportunities are also provided for residents to influence service development.

The inspection found appropriate recruitment, staffing, safeguarding and risk-management arrangements. Staff have access to a comprehensive training programme, including specialist training relevant to the needs of the residents.

Governance and quality assurance were strengths. Policies were readily available and reviewed regularly, incidents were investigated and learning identified, and resident and staff feedback informed service development.

Overall, the inspection found a well-managed service with a skilled and supportive staff team committed to continuous improvement. Residents described positive experiences, and the service demonstrated a clear focus on wellbeing, independence and supporting individuals to move forward in their lives.

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.