Jersey Care Commission

INSPECTION REPORT

Trinity 247 Care Services Ltd

Home Care Service

3A Rue De Funchal
St Helier
Jersey
JE2 4TT

Inspection Date
28 September 2026

Date Published
26 November 2026

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014 ('the Law'), all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of Trinity 247 Care Services Ltd. The Home Care Service is operated by Trinity 247 Care Services Ltd and there is a registered manager in place.

Registration Details	Detail
Type of regulated activity	Home care
Mandatory Conditions of Registration	
Category of care	Adult 60+
Maximum number of care hours each week	111 (Small)
Age range of care receivers	60 years and above
Discretionary Conditions of Registration	
1. The Registered Manager must complete a Level 5 Diploma in Leadership in Health and Social Care Module by 20 April 2029. 2. To set up, within six months of registration, a separate, fully accessible office space, ensuring a safe working environment for staff and appropriate private areas for confidential meetings with people receiving care and care/support workers.	
Additional information	
Since registration, the service has not yet commenced delivering care packages. The service has met one of the discretionary conditions applied at registration by establishing a fully accessible office space within the required six-month timeframe. Evidence was provided to demonstrate that the office is operational and accessible, in line with the condition of registration.	

As part of the inspection process, the Regulation Officer evaluated the service's compliance with the mandatory and discretionary conditions of registration required under the Law. The Regulation Officer concluded that all requirements have been met.

3. ABOUT THE INSPECTION

3.1 Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager two days prior to the first inspection visit. This was to ensure that the Registered Manager would be available during the visit.

Inspection information	Detail
Dates and times of this inspection	28 September 2026 09:30 – 15:30
Number of areas for improvement from this inspection	None
Number of care hours on the week of inspection	0 hours
Date of previous inspection	First inspection since registration
Areas for improvement noted at the last inspection	N/A
Link to the previous inspection report	First Inspection

3.2 Focus for this inspection

This inspection included a focus on these specific lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for improvement identified at the last inspection

This was the first inspection of the service since its registration on 23 April 2026. The inspection provided an opportunity to review the progress made since registration, including the service's readiness to commence operations, compliance with registration conditions, and ongoing developments within the organisation.

4.2 Observations and overall findings from this inspection

At the time of the inspection, the service had not as yet commenced providing care. Preparations remained ongoing, due to recruitment challenges and the time required to establish the service safely within Jersey. The service continues to recruit staff and build capacity in preparation for accepting care packages.

As the service had not yet commenced delivering care packages at the time of the inspection, it was not possible to assess care delivery in practice. The inspection therefore focused on the governance arrangements, policies, procedures, and operational systems that had been established in preparation for service delivery, to evaluate whether appropriate structures were in place to support the safe and effective provision of care once the service becomes operational.

The service had recruited one staff member since registration and appropriate pre-employment checks had been completed. Safe recruitment practices were evident, although the service was advised that future interviews should be conducted by personnel working within the service to ensure appropriate oversight of recruitment decisions.

A supervision and appraisal framework was in place to support staff once recruited, including regular supervision, appraisals within six months of commencing employment, and annual appraisals thereafter. Monitoring systems had been established to oversee these processes.

The Regulation Officer reviewed documentation relating to initial assessments, consent to care and written agreements. These documents were well developed, with written agreements clearly outlining the service's hourly fees and charges.

The service had developed audit systems in readiness for care delivery, which were being refined to enhance data collection and identify trends for service improvement.

The service intends to gather feedback from care receivers, staff and stakeholders through annual surveys. Feedback will be analysed and used to identify areas for improvement and inform the ongoing development of the service.

A complaints management system was in place to record, investigate and respond to complaints in line with the service's policy. The Registered Manager demonstrated an understanding of the process, and systems were available to monitor complaints, track actions taken, and identify learning to support service improvement.

A selection of policies was reviewed and found to be comprehensive, with clear references to Jersey legislation, safeguarding arrangements, and local systems, providing staff with guidance that reflected local requirements and practice.

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Home Care and Support in the Community Standards were referenced throughout the inspection.[1]

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the Statement of Purpose, and an update on the discretionary condition applied to the registration regarding establishing a fully accessible space from which the service operates.

The Regulation Officer had discussions with the service's Registered Manager and two of the three Registered Providers available on the day of inspection. As the service had not commenced operations at the time of inspection, there were no clients receiving care and, consequently, no relatives or professionals associated with the service from whom feedback could be sought. Therefore, feedback was not available as part of this inspection process.

As part of the inspection process, documents including policies, care planning and record keeping templates, induction templates, and supervision documentation were examined.

At the conclusion of the inspection visit, the Regulation Officer provided verbal feedback to the Registered Manager and Registered Provider's and followed up by email on 1 October 2026.

This report presents our findings from the inspection and outlines the range of observations made.

[1] All Care Standards can be accessed on the Commission's website at https://carecommission.je/

5.2 Sources of evidence.

Key lines of enquiry	
Focus	**Evidence Reviewed**
Is the service safe	Safe recruitment processes Policies Induction templates Training Supervision templates Risk assessments Medication competency documents
Is the service effective and responsive	Incident tracker Audit programmes Training matrix Policies Medication management procedures Electronic care management system
Is the service caring	Care record templates Initial assessment template Induction templates Training offer Safeguarding processes
Is the service well-led	Statement of purpose Written agreement (contract) template Office environment Policies Employment contracts

6. INSPECTION FINDINGS

Is the service safe?

People are protected from abuse and avoidable harm.

The service has recruited one staff member since registration. The Regulation Officer reviewed the recruitment records and found that safe recruitment processes had been followed, with the appropriate pre-employment checks completed before the staff member commenced employment. However, it was noted that the interview had been conducted by a senior member of staff from one of the provider's care services in the UK, rather than by the Registered Manager. The service was advised that future recruitment processes should be undertaken by staff working within the service to ensure oversight of recruitment decisions and suitability for the role.

A two-day induction programme is provided to all new recruits. This includes mandatory training, shadowing opportunities, and the completion of competencies related to the delivery of care. The staff member recruited since registration had completed their induction programme through the provider's home care service in the UK. The Registered Manager reported that a Jersey-based induction would be undertaken once the service commences operations and has care receivers, to ensure the staff member is familiar with the service's policies, procedures, and ways of working within the local context.

The service will provide a blend of mandatory and essential training that is delivered through both online and face-to-face learning. The Registered Manager and providers have been considering a range of training providers in Jersey that can deliver the face-to-face elements of the training programme. In addition, sourcing training locally will ensure that staff receive training that reflects relevant local context, legislation, safeguarding arrangements, and professional practice expectations within Jersey's care sector.

Safeguarding arrangements had been established in preparation for the commencement of service delivery. The Registered Manager and providers demonstrated a good understanding of their safeguarding responsibilities. A safeguarding policy was in place, and safeguarding training formed part of the induction programme for new staff. The Registered Manager also recognised the importance of staff completing Jersey specific safeguarding training to ensure they understand local safeguarding procedures, reporting pathways and partnership arrangements.

A supervision and appraisal framework had been developed in readiness for service delivery. The Registered Manager described the arrangements that will be implemented once staff are recruited, including regular formal supervision sessions, ongoing support, and opportunities to discuss practice, performance and training needs. Processes were also in place to ensure staff receive an appraisal within six months of commencing their role, followed by annual appraisals thereafter. Records and monitoring systems had been established to support the consistent completion of supervision and appraisal processes.

The Registered Manager described the proposed medication management arrangements that will be implemented once the service commences providing care. This will include unannounced spot checks to monitor practice and support effective auditing and oversight. A robust medication policy is in place, which reflects local legislation and best practice guidance for the safe management of medicines.

Is the service effective and responsive?

Care, treatment, and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

The service had developed a statement of purpose which clearly outlined the proposed model of care and how services would be delivered. This document described the aims of the service, the support to be provided, and the arrangements in place to meet the needs of individuals using the service.

The Regulation Officer reviewed the service's documentation relating to initial assessments, consent to care, and written agreements. These documents were comprehensive and clearly set out the arrangements for care delivery. The written agreements included a transparent breakdown of hourly fees, helping to ensure individuals will be fully informed about the costs of the service.

An electronic training system is used to record and monitor staff training. The system automatically alerts both staff and the management team when training is due, supporting the effective oversight of training compliance and renewal requirements.

The service had developed audit systems ready for implementation once care delivery commences. The Registered Manager explained that these systems were being further refined to capture more detailed data, enabling audits to identify trends, themes and areas for service improvement.

Is the service caring?

Care is respectful, compassionate, and dignified. Care meets people's unique needs.

The service has a complaints management system in place to ensure that complaints can be recorded, reviewed and responded to in accordance with the service's complaints policy. The Registered Manager demonstrated an understanding of the planned complaints process, including the importance of investigating concerns promptly, maintaining appropriate records, and identifying any learning arising from complaints. Systems were available to monitor complaints and track actions taken, providing oversight and assurance that concerns would be managed consistently and that opportunities to improve the quality of the service would be identified and acted upon.

Care records will be maintained using an electronic care management system that records care plans, visit schedules, tasks completed, outcomes achieved, and an individualised "About Me" profile for each care receiver. Care staff will be able to access and update information in real time using handheld devices, supporting effective communication and continuity of care. The system includes monitoring and alert functions, whereby any incomplete tasks generate an automatic prompt to the care worker and an alert to senior carers, enabling timely oversight, follow-up, and assurance that care needs are being met as planned.

Is the service well led?

The leadership, management and governance of the organisation assures delivery of high-quality care, supports learning and innovation, and promotes an open and fair culture.

Since registration, the service has not yet commenced delivering care packages. This is primarily due to recruitment challenges and the time required for both the Registered Provider and Registered Manager to establish themselves within Jersey, develop local networks, and support the safe implementation of the service. Recruitment efforts remain ongoing, and the service is continuing to build its capacity before accepting packages of care.

At the time of the inspection, the Registered Manager had not relocated to Jersey and was attending the Island intermittently as required to support the development and establishment of the service's operations. The Registered Providers provided assurance that a Registered Manager would be based in Jersey before any packages of care were commenced, to ensure appropriate management oversight and governance arrangements, prior to the delivery of care.

The service intends to seek feedback from care receivers, staff and relevant stakeholders on at least an annual basis through the use of surveys. The Registered Manager explained that feedback will be reviewed and analysed to identify themes, areas of good practice and opportunities for improvement. The findings will be used to develop action plans and drive service improvements, helping to ensure that the service remains responsive to the needs and experiences of those who use and interact with it.

A selection of the service's policies was reviewed and found to be comprehensive, providing clear guidance for staff. The policies had been adapted to reflect the local context, including references to relevant Jersey legislation, safeguarding arrangements, and local systems, supporting the delivery of care that is aligned with local requirements and expectations.

IMPROVEMENT PLAN

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

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.

Jersey Care Commission
1st Floor, Capital House
8 Church Street
Jersey JE2 3NN

Tel: 01534 445801
Website: www.carecommission.je
Enquiries: enquiries@carecommission.je