



**Jersey Care  
Commission**

## **INSPECTION REPORT**

**Eden House**

**Care Home Service  
(Short Breaks Centre)**

**Les Cloches  
St Clements  
JE2 6NQ**

**23 September 2020**

## THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all providers of care homes, home care and adult day care services must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 32 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.

## ABOUT THE SERVICE

This is a report of the inspection of Eden House Short Breaks Children's Home. The accommodation is a semi-detached house within a cul-de-sac. It has two bedrooms upstairs and a third bedroom in an extension to the side known as the Eden Flat.

Short Breaks were previously known as respite care and may include supporting a child or young person to attend a range of social activities (e.g. clubs, sports activities, swimming, youth club, cinema visits, zoo), or supporting a child or young person in their own home, or accessing nursery sessions, after school support and school holiday clubs. Eden House is part of Children's Social Care Specialist Services. Support offered is based on a Social Work individual assessment of need that indicates the level of support required and the specific outcomes to be achieved. This can include overnight stays.

The overnight service became registered with the Commission on 6 December 2019.

Registered Provider	Government of Jersey Children's Services Accountable Officer: Mark Rogers (Director General Children, Young People, Education and Skills)
Registered Manager	Chloe Burt
Regulated Activity	A care home for children and young people's residential care (short breaks)
Mandatory conditions of registration	Type of care: personal care and personal support Category of Care: Children and Young People (0 to 18) Maximum number of care receivers at any one time: 3 Age range of care receivers: 0-18 years Maximum number of care receivers that can be accommodated in the following rooms: Rooms 1-3. One person in each room
Discretionary conditions	The registered manager must complete a Level 5 Diploma in Leadership and Management in Health and Social Care to be completed by 6th December 2022.
Dates of Inspection	23 September 2020
Type of Inspection	Announced

Number of areas for improvement	One
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The Care Home is operated by Government of Jersey Children's Services and the registered manager is Chloe Burt.

At the time of this inspection, there were 15 children and young people receiving care from the service.

## SUMMARY OF INSPECTION FINDINGS

This inspection was announced with some consideration of the restrictions imposed in response to the Covid-19 pandemic. The Children and Young People's Residential Care Standards were referenced throughout the inspection.<sup>1</sup>

The Regulation Officer focussed on the following areas during the inspection:

- the recommendation and subsequent actions from the pre-registration inspection in September 2019
- the service's Statement of Purpose and conditions on registration
- safeguarding children
- complaints
- safe recruitment and staffing arrangements (including induction, training, supervision, staffing levels)
- care planning
- monthly quality reports.

There was one area for improvement identified during the inspection.

Overall, the findings from this inspection were very positive, and there was evidence of care receivers being provided with a service that is safe, and which takes their wishes and preferences into account.

The recommendations from the pre-registration inspection in October 2019 were that plans for an extension are prioritised and work begins soon, and that plans for the extension should be made available to the Commission as soon as possible. At this inspection, proposed floor plans were provided, together with a development plan.

More recently the service's arrangements for recruiting staff were satisfactory, and new staff could describe the checks that were undertaken prior to their employment being confirmed. However, for staff appointed before 2018 records have not been transferred to the registered manager and this is an area for improvement.

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<sup>1</sup> The Children and Young People's Residential Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.je/Standards/>

The inspection interviews and records reviewed demonstrated that staffing numbers were adequate, and that staff were appropriately deployed within the service. The use of child-centred care plans is identified as an area of good practice.

The independent person (appointed by Children's Services to undertake monthly visits and provide a report) has kept the quality of services provided by this service under regular review.

Since April the registered manager has submitted her own quality-monitoring reports to senior management. These reports address the 15 Standards for Children and Young People's Residential Care. Eden House is accredited with the National Autistic Society (NAS). This Standard is well met.

## INSPECTION PROCESS

Prior to our inspection visit, information submitted by the service to the Commission since the service became registered, was reviewed. This included any notifications and any changes to the service's Statement of Purpose.

The Regulation Officer sought the views of three parents of children who use the service (their representatives) and spoke with managerial and other staff. The views of social workers were also obtained as part of the inspection process.

During the inspection, records including policies, care records, incidents and complaints were examined. The Regulation Officer undertook a tour of the premises.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager.

This report sets out our findings and includes areas of good practice identified during the inspection and any areas for improvement identified.

## INSPECTION FINDINGS

### **The recommendation and subsequent actions from the pre-registration inspection in September 2019.**

During the Regulation Officer's pre-registration visits to the home in 2018 and 2019, the manager outlined her plans to take forward some alterations to the building. These were in relation to concerns around the layout and design of the internal space, some of which was not accessible to the children and young people using the service. In order to meet the range of needs of care receivers, an extension to the rear of the building was proposed with plans to be forwarded to the Commission.

The plans were discussed during this inspection and it was noted that they had been developed with input from the home's staff group, who researched best practice from the National Autistic Society.

It is anticipated that the building work will commence in April 2021 and will:

1. Maintain the first floor for two children of primary school age. Supported by two staff.
2. Provide safe accommodation downstairs for two young people supported by up to three staff.
3. Extend the ground floor into the garden, redevelop the ground floor and flat to provide internal access from the flat to Eden House within a fit for purpose environment for older/more challenging children.

The home will also be able to accommodate up to four children and young people which will increase the service's capacity. The Commission will keep the development under review.

### **The service's Statement of Purpose and conditions on registration**

The Care Home's Statement of Purpose was reviewed prior to the inspection visit. The Standards outline the provider's responsibility to ensure that the Statement of Purpose is kept under regular review and submitted to the Commission when any changes are made.

The Statement of Purpose for Eden House was revised in July 2020 and continues to reflect the range and nature of services provided to care receivers as a care home and short breaks centre. The Regulation Officer was satisfied that the provider / manager fully understand their respective responsibilities in this regard.

The Care Home is, as part of the registration process, subject to the following mandatory and discretionary conditions:

Conditions of Registration	<u>Mandatory</u>
	Type of care: personal care and personal support Category of Care: Children and Young People (0 to 18) Maximum number of care receivers: 3 at any one time Age range of care receivers: 0-18 years Maximum number of care receivers that can be accommodated in the following rooms: Rooms 1-3. One person in each room

	<p><u>Discretionary</u></p> <p>Chloe Burt registered as manager of Eden House Short Breaks Centre must complete a Level 5 Diploma in Leadership and Management in Health and Social Care to be completed by 6 December 2022.</p>
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Discussion with the manager and examination of records provided confirmation that these conditions on registration were being fully complied with and will remain unchanged.

The manager advised the Regulation Officer that they have enrolled on a suitable training course and are planning to complete this within the coming nine months.

**Safeguarding (adults and children)**

The Standards for Care Homes set out the provider’s responsibility to ensure that care receivers feel safe and are protected against harm. This means that service providers should have robust safeguarding policies and procedures in place which are kept under review. Staff working in the service should be familiar with the safeguarding arrangements and should make referrals to other agencies when appropriate.

Children’s Services staff receive training in safeguarding during their induction and on an on-going basis and the effectiveness of this is kept under review by the manager. In the past 12 months all staff have completed additional ‘Safeguarding for the Disabled Child’ training which was delivered online.

There were no safeguarding referrals to the Safeguarding Team made in the last 12 months.

The notifications to the Commission suggest that keeping children and young people safe has been prioritised and there is evidence that the skills and experience of the staff group have helped in achieving this.

Safeguarding incidents, referrals and notifications are reviewed as part of the service’s monthly quality monitoring activity.

Children’s Services have comprehensive safeguarding (Safeguarding Board) policies and procedures that meet the requirements of the Commission’s Regulations and Standards.

## Complaints

The Standards for Care Homes set out set out the provider's responsibility to ensure that there are arrangements in place for the management of complaints. This means that care receivers should know how to make a complaint and what to expect if they need to make a complaint. The service's staff should be familiar with the complaints management procedures and service providers should closely monitor their implementation.

The service has a policy on complaints which has been made available to staff, care receivers and their representatives. A summary of the policy has been included in the Children/Young Person's Guide, together with how children and young people can contact the Children's Rights Officer and the Children's Commissioner.

There had been no complaints within the last 12 months.

The manager and staff are familiar with the service's complaints arrangements and staff have received training. There is a complaints log which is kept up-to-date and there is evidence of appropriate oversight by the manager.

Complaints are reviewed as part of the service's monthly quality monitoring activity.

### **Safe recruitment and staffing arrangements (including induction, training, supervision, staffing levels)**

The safe recruitment of staff is an important element in contributing to the overall safety and quality of service provision. The Standards and Regulations set out the provider's responsibility to ensure that there are always suitably recruited, trained and experienced staff available to meet the needs of care receivers.

Children's Services has a policy on safe recruitment, which is in accordance with the Standards and Regulations.

The examination of two staff files for the most recent recruitment (August) at Eden House evidenced that the manager has demonstrated a commitment to safe recruitment and is familiar with the service's recruitment policy. For five members of staff the records provided evidence of completed recruitment checklists, interview notes, references taken up, an offer letter, and induction.

However, for three more staff, the manager was unable to provide such evidence of safe recruitment and the reason given was that this information was lost. Staff records (including application forms and checklists, interview notes, references and other documents), have not been transferred to the registered manager and this is an area for improvement.

The Statement of Purpose states that Eden House is operated by a team of Residential Child Care Officers (RCCO's). There are 11.54 full time equivalent (FTE) staff posts. There are three Shift Leaders (RCCO3), five Support Workers (RCCO2) and one part time housekeeper. There is also a team of RCCO Bank Staff who work casual hours as required.

The staff list at the time of the inspection was a match for the Statement of Purpose and the Regulation Officer met with four RCCO's.

The Regulation Officer was satisfied that there were appropriate numbers of experienced and qualified staff working at Eden House.

The manager and provider are familiar with the list of areas of mandatory training set out in the Care Standards and arrangements are in place to meet these Standards.

There is a policy on staff supervision and appraisal which the manager and staff are familiar with. Records of staff supervision and performance reviews are maintained. Staff members told the Regulation Officer that they were happy with the support and supervision they received. However, the manager felt that the policy and procedures could be improved, in order to make more effective use of supervision and performance reviews. It was agreed that the manager will discuss this with her line manager in order to progress this.

## Care planning

The people to receive this service should have a clear plan of the care to be provided to them. This should be based on an assessment of their needs, wishes and preferences. The Standards and Regulations set out the provider's responsibility to ensure that care plans are person centred and kept under review. The staff delivering care should be familiar with the care plans and ensure that any changes in needs are communicated appropriately.

The Statement of Purpose states that Eden House implements a person-centred approach to meet the needs of each child or young person using the SPELL framework.

The framework encompasses the following five areas of practice:

**Structure** – establishing routines and patterns to enable care receivers to understand and predict daily life and to know what is expected of them. (Use of planning activities and risk assessments, target setting, session plans and visual timetables)

**Positive** attitudes of what care receivers can achieve.

**Empathy** by providing skilled staff who understand autism spectrum conditions.

**Low arousal** – recognising how sensory processing problems can be significantly affected by the environment.

**Links** that evidence good multi-agency working.

The SPELL framework ensures that every child or young person has a person-centred support plan. This is put together using information from the social worker's initial assessment, and after meeting with the child or young person and their family, the school, health professionals, and others. The plan sets out approaches based on participation, choice and independence: service requirements; core skills; sensory profile; autism profile; behaviour profile; health issues.



Each child or young person has an allocated key worker who is responsible for leading the review of the support plan, sometimes with the involvement of a small core group of family and professionals.

There will be regular reviews of the placement by a social worker, or by an independent reviewing officer (IRO) for looked after children.

The Regulation Officer reviewed two support plans as part of individual care records. The format of these plans has been updated to make them more child-centred. This represents an area of good practice by the manager and her staff team.

### **Monthly quality reports**

The quality of care provision should be kept under regular review. The Standards and Regulations set out the provider's responsibility to appoint a representative to report monthly on the quality of care provided and compliance with registration requirements, Standards and Regulations. The manager should be familiar with the findings of quality monitoring activity and any actions required to improve the quality of service provision.

The Regulations state that an Independent Person must report on the way the home is managed and the quality of care provided for the children. Children's Services appointed an Independent Person before registration to: interview in private children, parents, relatives, workers if they consent; examine premises and records, including care records if the social worker and the child give their permission; visit unannounced; make recommendations for actions with timescales.

The Regulations also state that the registered manager and registered provider must consider whether to act on any recommendations made by the Independent Person.

The Regulation Officer was able to read all the reports completed since May 2019 prior to the inspection and noted that during the Covid-19 lockdown period, the Independent Person had not been able to visit the home. However, there was evidence that the Independent Person has had discussions with the registered manager and staff throughout this period and has made requests for written information. The Regulation Officer was satisfied that the Independent Person was regularly and appropriately reviewing the quality of care at the children's home.

In addition to the visits undertaken by the Independent Person, Children's Services commenced a system of internal quality monitoring in April 2020. This involves registered managers completing a template which references the Standards. The Regulation Officer reviewed reports that had been completed in June, July, and August and these provided a good account of how the Standards were being met, with appropriate references to good practice and areas for improvement.

The manager's reports comment on the use of the Panel for admissions and the manager showed the Regulation Officer a draft proposal for a new 'Referral Pathway' that is designed to improve the outcomes for children and their families.

In both 2016 and 2019, Eden House was awarded accreditation with the National Autistic Society (NAS).

This Standard is well met.

## IMPROVEMENT PLAN

There was only one area for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<b>Area for Improvement 1</b> <b>Regulation 17 Workers</b>  Standard 7  <b>To be completed by:</b> 3 months from the date of inspection (23 <sup>rd</sup> December 2020).	All existing staff HR records from past appointments are transferred to and kept by the registered manager.  <b>Response by registered provider:</b> An audit was conducted recently of all permanent staff and fixed term contractors employed by the Residential Service since 1 January 2018. If during this time frame a Registered Manager was the hiring manager then they will have direct access to all HR records. In the event that they were not the hiring manager, then all information can be made available to them at short notice via the Government Human Resource team, where information is stored centrally.
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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.



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