



**Jersey Care  
Commission**

# **INSPECTION REPORT**

**Glanville**

**Care Home Service**

**70 – 74 St Mark's Road  
St Saviour  
JE2 7LD**

**27 August and 1 September 2021**

## 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 Glanville. The service is situated in the parish of St Saviour within a residential area opposite a primary school and within close proximity to a bus stop, a fitness centre and two hotels. The home is a two-storey building with accommodation provided on both floors. There is a communal dining room and three lounges located on the ground floor and pleasant gardens for care receivers to enjoy.

The service became registered with the Commission on 21 June 2019. Since the last inspection Isabel Freitas became registered as manager on 23 March 2021.

Regulated Activity	Care Home
Conditions of Registration	<u>Mandatory</u> Type of care: personal care, personal support  Category of care: Adult 60+  Maximum number of care receivers: 25  Maximum number in receipt of personal care / support: 25  Age range of care receivers: 60 years and above  Maximum number of care receivers that can be accommodated in the following rooms:  Bedrooms 3 – 8, 10 – 12, 14 – 25, 27 – 30 - One person

	<u>Discretionary</u> <ol style="list-style-type: none"> <li>1. Bedrooms 17 and 18 (which do have en suite facilities such as a toilet and sink) are to be used to provide respite care only to ambulant care receivers.</li> <li>2. As the registered manager, Isabel Freitas must complete a Level 5 Diploma in Leadership in Health and Social Care Module by 23 March 2024.</li> </ol>
Dates of Inspection	27 August and 1 September 2021
Times of Inspection	10am – 3pm and 3pm – 5pm
Type of Inspection	Unannounced
Number of areas for improvement	One
Number of care receivers accommodated on the day of the inspection	21

The Care Home is operated by Glanville Home for Infirm and Aged Women and the registered manager is Isabel Freitas. Since the last inspection on 18 November and 7 December 2020, the Commission received an application from the registered provider for Isabel Freitas to become the Registered Manager.

The discretionary condition on the service's registration was discussed and the registered manager confirmed that she is progressing through the Level 5 Diploma and anticipates being able to obtain the qualification within the identified timeframe for completion. The Registered Manager confirmed that the two bedrooms identified in the other discretionary condition are being used to accommodate care receivers who are in the home for respite care only.

## 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.

Since the last inspection, the Registered Manager and provider have been working hard to meet the areas for improvement and improve Standards overall in the home. The Manager is providing stability, leadership and direction to the staff team and care receivers, staff and one health and social care professional spoke positively of her presence and contribution in the home. Improvements have been noted specifically in relation to care records, development of policies, recruitment practices and staff development and training.

There have been improvements also made to the internal and external environment which have improved the experiences of care receivers. There is a planned programme of refurbishment also which will aim to further improve care receivers'

experiences of the home. The environment was found to be clean, warm and welcoming and infection control practices remain in place to mitigate against the risk of Covid-19 transmission. The home is continuing to adopt Government guidance in respect of regular testing for staff and care receivers.

Care receivers strongly indicated that they were happy living in the home and with the standard of care provided overall. They spoke positively about the Registered Manager and the staff team and said they felt that they were always treated with dignity and respect. Care receivers have access to a varied diet including fresh fruit, vegetables and herbs which are grown in the home's garden and they were complimentary of the standard of food and choices available to them.

Medication practices in the home were found to be safe and all staff have completed relevant, recognised training in medication management. Samples of medication administration records (MAR) were consistently completed and records clear to evidence administration of medicines. There was evidence of health and social care professionals being contacted for advice, support and guidance where changes were noted to care receiver's health. Care receivers are safeguarded from harm, their rights promoted, and in discussion with the Regulation Officer they said they felt safe in the company of staff and expressed confidence in their abilities to provide the right level of care and support.

The Registered Manager has an effective overview of the service and has notified the Commission of certain incidents and accidents in the home, although from a review of the records held in the home that have been some occasions where notifications have not been made. This is an area for improvement which the Registered Manager acknowledged and agreed to address straight away.

## INSPECTION PROCESS

This inspection was unannounced and was completed on 27 August and 1 September 2021. The inspection visit was undertaken in accordance with the home's infection prevention and control measures. The Regulation Officer underwent a screening process on arrival at the home including a temperature check and completion of a health screening form.

The Care Home Standards were referenced throughout the inspection.<sup>1</sup> This inspection focussed on the following lines of enquiry:

- **Staff recruitment, training and development**
- **Approaches to care and welfare of care receivers**
- **Staff competence relating to categories of care provided**
- **Care home environment**

---

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

- **Management of services**

Prior to our inspection visit, all of the information held by the Commission about this service was reviewed, including the previous inspection report.

The Regulation Officer sought the views of the people who use the service and spoke with managerial and other staff. Contact was made with four health and social care professionals in order that their views were obtained as part of the inspection process.

During the inspection, records including policies, care records, incidents, staff records, and samples of medication administration records were examined. This inspection also included a tour of the premises and the gardens.

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. Where areas for improvement have been identified, these are described in the report and an improvement plan attached at the end of the report.

## **INSPECTION FINDINGS**

At the last inspection, five areas for improvement were identified and an improvement plan was submitted to the Commission by the registered provider setting out how these areas would be addressed.

The improvement plan was discussed during this inspection and it was good to note that all of the improvements had been made. This means that there was evidence of safe recruitment practices and new staff are provided with a comprehensive induction programme. A staff handbook has also been developed so that staff are aware of relevant updated policies, procedures and related information pertaining to their employment. Policies covering aspects of care and support including safeguarding, medication management, gifts and wills and data protection have also been updated.

Arrangements for staff supervision have been implemented also and staff have been provided with relevant training and a training plan is in place. Samples of care records that were examined confirmed the quality and standard of record keeping has improved, which evidenced that care receivers are involved in contributing to care planning and review. In addition, significant improvements have been made in terms of the environment which has had a positive impact on care receivers.

The Registered Manager has very clear objectives and a vision about developing the service and expressed a commitment to making improvements.

## Staff recruitment, training and development

Reference was made to Standard 3 of the Care Home Standards which states:  
“You will be cared for and helped by the right people with the right values, attitudes, understanding and training.”

There is a new safe recruitment policy that has been developed since the last inspection which was found to meet Standards in as far as it sets out that all safe recruitment checks are obtained in advance of staff starting work in order to maintain the safety of care receivers. A sample of staff files were examined which evidenced that recruitment practices reflected the contents of the policy and all necessary checks had been completed before staff were introduced to care receivers. The staff handbook also makes reference to the home’s recruitment policy, so that staff are aware of the checks that are required before they start work.

A comprehensive induction programme has also been developed since the last inspection which outlines the training objectives for new staff to help them into their role. Two members of staff told the Regulation Officer that they had been provided with an induction programme which included shadowing other members of staff at the outset of their employment and the level of peer and managerial support had helped them settle very quickly. Both members of staff commented upon the friendly and welcoming atmosphere in the home, and they felt that there were positive relationships amongst the staff team as a whole. New staff are provided with opportunities to meet with the manager to review their progress and development. One member of staff’s records was examined which showed that there had been a probationary period review discussion which took into account feedback from colleagues about the worker’s performance. The records also identified a development plan to complete vocational training in health and social care and commented on the worker’s positive contribution to the home.

The Registered Manager confirmed that staff supervision has been introduced and is ongoing. Samples of supervision records were briefly reviewed but not examined in detail which showed that all staff are provided with opportunities to discuss their performance and development on a one to one basis. The Registered Manager explained that this has been a beneficial two-way process in order that she can gain an understanding and appreciation for all staffs’ roles and skills within the home. The staff handbook was also examined which is comprehensive in detail and provides staff with essential information relating to the home’s operation and employment matters.

There has been a real emphasis placed on staff training and development over the past few months and the Registered Manager has ensured that staff have had access to appropriate training, including refresher training as part of a continuous professional development programme. She has engaged with a local training provider who has provided a combination of e-learning and face to face training in mandatory and other subjects.

There are plans to develop the staff team and in particular ensure that a senior carer who has completed a Level 3 vocational training award is identified on every shift. 75% of the staff team have either a Level 2 or Level 3 certificate in health and social care and in addition, the Deputy Manager is planned to start a Level 5 Diploma in Leadership also as part of their personal development.

The staffing levels meet the minimum standards and the Registered Manager ensures that the number and skill mix of staff is appropriate to the number and needs of care receivers. There are nominated staff on call covering times outside normal rostered duties. Staff told the Regulation Officer that they felt the home was a good place to work and that the staff team worked well together. They spoke of the open culture and described effective leadership and management arrangements and providing a good standard of care.

### **Approaches to care and welfare of care receivers**

Reference was made to Standard 5 of the Care Home Standards which states: "You will be supported to make your own decisions and you will receive care and support which respects your lifestyle, wishes and preferences."
---

A discussion with the Registered Manager and care staff confirmed an understanding of working within the parameters of the home's registration conditions and will seek the input of community nurses and other health and social care professionals when indicated. This was observed during the inspection, where care staff had been monitoring one care receiver's health and noted that they needed a review by their GP. The GP arranged for the care receiver to be admitted to hospital and their transfer was done in a very dignified and calm manner and the Registered Manager was overheard informing their family before their transfer from the home.

It was clear to see that the care planning system has developed and improved since the last inspection. Samples of personal plans were examined which showed that the plans were detailed to help direct staff on the type of support the individual requires and goals were identified and how they could be supported to meet these. Overall, the plans had been completed to a good standard with clear information and the Registered Manager recognises that this remains a work in progress. There was evidence within the care plans to show that care receivers have been actively involved in the development and review of their personal plans. Personal plans are evaluated regularly and there are detailed entries which provides an overview of the effectiveness of the plan. Staff have been using iPads to actively involve care receivers within the care planning process.

New assessment documentation has been devised which is now used when referrals are made into the home. One completed assessment was reviewed which showed that the individual's health and social care needs are evaluated and includes what the individual wants to achieve and their goals and wishes. It also confirmed the care receiver's wish relating to a decision they had made about their resuscitation status. Risk assessments were in place where risks had been identified, and the interventions recorded provided effective guidance to support care receivers.

The Registered Manager described a situation whereby one person had been referred for admission into the home, although during the assessment process it was established that their health condition was likely to deteriorate to the extent that they were likely to require nursing care. For this reason, the Registered Manager declined their admission to prevent the individual from having a further move to another care home in the near future. This is an example of good practice which shows that the Registered Manager is working within the conditions of registration and placing care receivers' interests at the heart of the decision-making process. One care receiver who is living in the home has expressed a wish to return home and the Registered Manager is liaising with health and social care professionals to explore options to ascertain whether this will be possible.

The Registered Manager has identified that activities and outings are areas that require improvement, and it was good to note that she has made arrangements for an activities person to be recruited. This is to ensure good outcomes for care receivers, particularly those who are more isolated and for those who may not have family members living on island. Care receivers, where possible are supported to attend the GP and maintain links within the community. The Registered Manager offered care receivers the opportunity to attend an evening charity event which they had accepted, and it was reported that they had enjoyed it.

Care receivers have been provided with opportunities to become involved in gardening activities and there have been individual allotment plots allocated in the garden. One person has embraced this opportunity and has been growing some vegetables and gardening when their family member visits. Everyone spoken with during the inspection made comment about the appearance of the gardens and flower baskets which they said brought them immense joy. One person described the gardens as the 'little park' that they visited every day.

The Regulation Officer spoke with four care receivers during the inspection and also spoke with one health and social care professional after the inspection. Detailed conversations were held with two individuals who were able to fully voice their experiences of the home. They both confirmed that they were extremely happy living in the home and were impressed with the quality of care received and were also complimentary of the staff team. They described that they felt safe and comfortable in the home, had built friendships with other care receivers and were confident to speak to staff about anything concerning them.

Two other care receivers also spoke positively of their experiences in the made the following comments;

"It's lovely here and the staff are wonderful. They speak to you on a normal wavelength and they don't speak down to you. I see a lot of Isabel and she's someone to get things done. I've never had any complaints here and I'm really happy, its just like a real home".

"I knew straight away that I was going to stay here, I feel well looked after and it really is a home. Its nice and quiet and it suits me just fine. The staff are kind, caring and nothing is any trouble".



Feedback from one health and social care professional also reflected the views of the home as described by care receivers. They said that they had recently visited the home to speak with four care receivers as part of a review process, and all of them said they were happy in the home and spoke highly of the Manager and staff team. The health professional has had recent engagement with the Manager and found her to be open, transparent, professional and very motivated to provide a good service. They referred to one person's circumstances before they moved into the home and commented that the individual had settled very well which they said 'speaks volumes' about the quality of the home. One person's relative had commented to the health and social care professional that their relative was far happier in the home, than their previous placement.

### **Staff competence relating to categories of care provided**

Reference was made to Standard 6 of the Care Home Standards which states: "Your care will be provided with consistency by competent care and support workers who have the necessary training and qualifications to meet your needs."
---

The Regulation Officer spoke with three members of care staff who were very clear about their role and the ways in which each care receiver prefers to be assisted with their care needs. Staff described the ways in which they escalate concerns to relevant external professionals if needed and they also said they would not hesitate to contact the Manager for advice if necessary.

All staff who are involved in the administration of medicines have completed vocational training and the Manager is giving attention to ensuring staff remain competent in this area and has devised a medicines assessment competency framework. A sample of MAR were examined which confirmed clear records to evidence safe administration of medicines and were supplemented with written instructions where the prescriber had made changes to medications. Medication audits are to be introduced to ensure that practice remains of a good standard. The home's medication policy has been updated and shared with the Senior Pharmacist employed by Health and Community Services.

### **Care home environment**

Reference was made to Standard 7 of the Care Home Standards which states: "The environment will enhance your quality of life and the accommodation will be a pleasant place to live or stay."
--

There are large gardens and grounds which can be viewed from many bedrooms and the communal areas. Access into the gardens is easy and during the inspection people were observed making the most of the gardens and outdoor space. Some paving slabs in the garden have been replaced to make it safer for care receivers to walk in the gardens and repairs have also been made to the roof.

There is a planned programme of refurbishment underway in order to enhance and improve the décor in care receivers' bedrooms. One bedroom that has recently been refurbished with new carpet, curtains and bedroom furniture was reviewed and noted to be domestic, homely and tasteful and age appropriate. The care receiver

described their immense satisfaction with their new bedroom which confirmed that the outcomes for care receivers are improved as a result of this upgrading. Locked storage facilities are provided in bedrooms where care receivers retain control over their medications.

A walk round of the home was undertaken with the Manager and samples of bedrooms reviewed which were found to be well maintained. The environment on the whole was very clean and appeared hygienic in appearance. Care staff were still vigilant about the impact of Covid-19 and screening protocols were in place for visitors and all staff observed wearing masks. The Registered Manager explained that she has maintained contact with the community infection control nurse throughout the duration of the pandemic to seek advice and guidance. Detailed cleaning schedules have recently been implemented which ensures that the home can evidence that all areas of the home are thoroughly cleaned on a regular basis.

Care receivers were observed during the inspection walking independently in the home and in the gardens also. The Registered Manager has arranged for a safety alarm system to be installed at the main door which allows care receivers the opportunity to freely exit the building, but also informs staff that the main door has been opened.

### **Management of services**

Reference was made to Standard 11 of the Care Home Standards which states: "The care service will be well managed."
--

The Statement of Purpose was provided as part of the registration submission documents in 2019, however from recent review and discussion with the registered manager it is felt that it could be improved upon. The Registered Manager acknowledges it could be made clearer and more in keeping with the ethos of the home and will review the Statement of Purpose and provide a copy to the Commission once it has been reviewed.

The Registered Manager described her vision for developing the home in terms of making improvements to the internal environment, development of staff and providing positive leadership and management so that it positively affects outcomes for care receivers. Since the last inspection there have been significant improvements in the development of policies which were a key area of focus identified during the previous inspection.

In addition to the monthly quality assurance reviews, the manager also provides a monthly report to the management committee so that they are aware of the quality of care provided to care receivers. On the second day of inspection, the nominated committee member was visiting the home and they told the Regulation Officer that they were assured by the Standards in place. The Registered Manager also said that they felt the benefit of having ongoing oversight of the quality of the service.

The home was recently inspected by the fire service who noted all fire safety measures were in order.

The provider has ensured that the home is adequately insured, and the certificate of public liability insurance was displayed in the entrance to the home. Equipment such as passenger and stair lifts, baths, bed and chairs are subject to routine servicing which makes sure they remain safe for use. A sample of records showed that an ongoing contract to maintain equipment has now been put in place. A range of kitchen equipment has been replaced and arrangements have been made for the external maintenance and cleaning of kitchen equipment.

## IMPROVEMENT PLAN

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

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 4.3</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>The registered provider must ensure that suitable measures are put in place to ensure that notifications of accidents and incidents are reported to the Commission in a timely manner and in accordance with the Regulations and Standards.</p> <p><b>Response by registered provider:</b>            Glanville recognizes that a more robust process in relation to reporting incidents to the JJC is required. All incidents have been documented appropriately internally and reported to the Management committee in the Manager's monthly report however some of the minor incidents have not been reported to the JCC . The Care Home Manager and the Deputy Manager now make daily checks in order to verify if the incident forms completed meet the criteria to be reported to the JCC.</p>
--	---

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  
2<sup>nd</sup> Floor  
23 Hill Street, St Helier  
Jersey JE2 4UA

Tel: 01534 445801

Website: [www.carecommission.je](http://www.carecommission.je)

Enquiries: [enquiries@carecommission.je](mailto:enquiries@carecommission.je)