



Jersey Care
Commission

INSPECTION REPORT

Camelot

Care Home Service

**3 Waverley Terrace
St Saviour
JE2 7LA**

29 December 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 Camelot Care Home. The service is situated in St Saviour within a residential area and within close proximity to a bus stop, fitness centre and other local amenities. The home is a semi-detached, domestic property with single bedroom accommodation provided on three floors. There is a communal lounge, kitchen/ diner, bathing facilities and a relaxation area provided and the home also benefits from a walled garden.

The home's registration conditions allow personal support to be provided to seven people with enduring mental illness as their primary support need. The aims of the home according to the Statement of Purpose, is 'to offer an effective and individual recovery focused service and to support adults with mental ill health in leading meaningful lives and to increase their opportunities to build a life beyond illness'. One of the service objectives is stated as 'provide a homely environment where residents feel secure, content and comfortable'.

The service became registered with the Commission on 11 June 2019 but had been subject to regulatory inspections under the previous law. This is the third inspection since registration in 2019.

Regulated Activity	Care home
Conditions of Registration	<u>Mandatory</u> Type of care: personal support Category of care: mental health Maximum number of care receivers: 7 Age range of care receivers: 18 years and above Maximum number of care receivers that can be accommodated in the following rooms: Bedrooms 1 – 4, 6 & 8 – one person Flat (Room) 5 – one person
Date of Inspection	29 December 2021
Time of Inspection	12 midday – 3pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers accommodated on the day of the inspection	Seven

The Care Home is operated by Mind Jersey and since the last inspection, completed on 27 November 2020, Terry Hanby has been registered with the Commission as Registered Manager. The Commission received two applications from the Registered Manager to vary conditions on the service's registration which related to the provision of personal support under the category of mental health with the maximum number of people accommodated in the home reduced from eight to seven.

The discretionary condition that was applied on the on the service's registration was discussed and the Registered Manager provided confirmation that he has completed a Level 5 Diploma in Leadership. As such, the Commission is satisfied that the discretionary condition applied at the time of the Registered Manager's registration was processed, has now been met and has since been removed from the registration.

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.

There was good evidence of how the service is well managed by an experienced Manager with a professional health care background. The service supports care receiver's well-being and the support provided is person-centred, being focused on individual support needs, rather than being delivered around household routines and chores. Care receivers are encouraged and supported to live their lives in a manner that respects their rights, views and preferences. They spoke highly of the service and described some of the cultural changes that had been made recently which they felt had a positive impact upon their lives. People are supported to lead meaningful and active lives, to be engaged within the community and to take part in activities which promote their health, well-being and self-esteem.

There is an established staff team to promote continuity of support and they are provided with opportunities for ongoing training and supervision which helps to provide effective support to care receivers. Medicines are managed safely in the home and care receivers' care plans are developed with individual care receiver involvement, as necessary. Care plans are outcome-focused and detailed to reflect what is important to people and include the type of support needed. Some care receivers choose to retain a copy if they wish.

There are systems in place to monitor the service and make improvements where necessary which include regular house meetings where care receivers' voices are heard and valued. There are governance arrangements in place which evaluate the operation of the home against the Standards so that care receivers benefit from a culture of continuous improvement.

There have been some changes made to the internal home environment which has been of benefit to care receivers. The home, during the inspection visit, was found to be homely in appearance and care receivers appeared to be relaxed and comfortable whilst going about their business.

The support provided reflects the service's aims and objectives in accordance with the Statement of Purpose. There are no areas for improvement made as a result of this inspection visit.

INSPECTION PROCESS

This inspection was announced and was completed during the afternoon of 29 December 2021. Notice of the inspection visit was given to the Registered Manager the week before the visit. This was to ensure that the Registered Manager would be available, to confirm the home's infection prevention and control arrangements and to ensure that care receivers could be informed of the intended visit over the Christmas holiday period.

The Care Home Standards were referenced throughout the inspection.¹

An unannounced medicine inspection was carried out on 2 December 2021, by a Senior Pharmacist employed by Health and Community Services.

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**
- **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.

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

The Regulation Officer sought the views of the people who use the service and spoke with the Registered Manager and other staff.

During the inspection, records including care records, staff training records, rosters and quality improvement reports were examined. This inspection included 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.

INSPECTION FINDINGS

At the last inspection, no areas for improvement were identified that required any follow up on this visit.

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 have been no new staff employed since the last inspection. The staff team consists of a total of eight care staff who provide support over a 24 hour period. The Registered Manager is an experienced mental health nurse who, through his regular presence in the home, provides managerial support and shares his professional knowledge and expertise with both care receivers and the staff team.

The Manager, staff team and two care receivers who were spoken with during the inspection, confirmed that there are good, trusting relationships between care receivers and staff in the home. Staff described a key part of their role is to support and enable care receivers to meet their goals and aspirations and gave an account to the Regulation Officer of the progress and developments that care receivers had made in their lives.

According to the training records, all staff complete training to equip them with the necessary skills and knowledge to provide the necessary support to people, which includes mental health first aid training, safeguarding, first aid training and medication management. There was evidence of training plans in place for staff to attend refresher training courses which included practical first aid training, which had been booked for January 2022. Some of the staff team have completed a health and social care vocational training award at Levels 2 or 3 and there are plans for staff who have not yet completed this award to do so when a training opportunity arises.

Staff who were spoken with told the Regulation Officer that they felt supported and were clear of their expectations relating to the aims, objectives and ethos of the home. The Regulation Officer noted some sincere, respectful and good-humoured interactions between staff and care receivers and heard some conversations which were natural in style and tone. Staff and care receivers described that they have seen a more relaxed and easy going atmosphere within the home, which they attributed to the Registered Manager's influence in implementing some changes in working practices.

The staff rosters are planned to consider and allow staff to support care receivers to engage in community activities and this includes attending activities in line with their own preferences and interests. The planned and actual staffing rosters show that the levels consistently meet the minimum Standards and reflect what is set out in the Statement of Purpose. Staff that were spoken with spoke positively about their role and described feeling valued by the Manager. Care receivers also told the Regulation Officer that they felt valued and respected by the staff team and benefited from the support mechanisms in place.

Staff receive formal group supervision which is centred upon various practice related topics and which provides opportunities for reflection and is facilitated by an external facilitator. The outcome of group supervision discussions are communicated to the Manager who then determines whether there are any aspects of practice that may need to be improved upon. In discussion with the Manager, he expressed confidence in the staff team's abilities to work within the values and principles found within the Standards.

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.”

During the inspection, there were four care receivers at home and others were staying with family members over the Christmas period. People were observed coming and going in the home in accordance with their own usual and preferred routines, which included reading the newspaper, preparing and cooking lunch and shopping. Care receivers appeared relaxed and comfortable in their demeanour and the Regulation Officer noted positive interactions that were natural, kind and fitting. One care receiver was preparing and making lunch and the Regulation Officer was invited to sit and enjoy lunch and engage with staff and care receivers.

Two care receivers described the positive differences in the home’s atmosphere of late and spoke of the positive difference the support they have received has made to their lives. One person said they “feel more relaxed now” and another described the progress made in their life in recent times and said the home was “great and much calmer”.

There has been a great emphasis placed on enhancing the enabling culture to help care receivers meet their goals and aspirations and less focus has been placed on task orientated practices with newer ways of working. This has had a positive impact on people’s quality of life and led to the promotion of their independence, dependent upon their needs and wishes. The Registered Manager described that for some care receivers, there has been a planned reduction in some long standing prescribed medications which has helped people to make informed choices and take informed risks.

The Senior Pharmacist employed by Health and Community Services carried out an unannounced medication inspection on 2 December 2021, which evidenced good practice regarding the management of medicines in the home. One care receiver

was observed being supported to take their medication during the inspection visit, which took account of their privacy and discretion.

Since the last inspection, there has been a transition from paper records to electronic format plans. A sample of plans were examined which were detailed and contained quality information relating to the ways in which care receivers need support to promote and maintain their health and well-being. The Registered Manager stated that four care receivers had been involved in developing and reviewing their support plans and this was evidenced by individual choice of language and writing styles. The plans were outcome focused and there was some details relating to people taking responsibility for their own lifestyle choices and health.

The plans reflected individual goals and achievements and one person had developed their support plan which identified the interventions needed to manage their day to day life and a copy was seen in their bedroom for easy reference. Daily notes are also maintained which provided a good level of detail of how care receivers are supported, the activities they had engaged in and support interventions. One care receiver takes responsibility for making entries in their own care records and has full unlimited access to their care records.

There are good relationships with General Practitioners, the community mental health team and social services. The Registered Manager provided some examples of how care receivers' independence and autonomy is promoted in a way which is proportionate to their needs. An example of this included some care receivers taking responsibility for booking and attending appointments with health professionals. One care receiver has responsibility for making online orders of household goods that are required for the home, which draws upon and maintains certain daily living skills such as planning and budgeting.

Opportunities are provided so that care receivers are able to express their views of the home. This is facilitated by way of an in house meeting which is facilitated and chaired by an external representative from the Provider organisation. In order to encourage care receivers to express their opinions freely, the meetings are held in

the absence of care home staff. Minutes of these meetings are produced and shared for all care receivers to see and any feedback is reflected in daily practice.

The Registered Manager will consider any referrals into the home that are made from other agencies, although is very clear of the limitations as to what can safely be provided. As part of their assessment, the Manager also considers the impact upon those already living in the home. The benefit of having an experienced and knowledgeable Registered Manager with a professional background in mental health is evidenced by testimony received from care receivers and staff, who described positive outcomes being achieved.

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.”

There is a stable group of staff who have developed positive relationships with care receivers which ensures consistency in providing support. During the inspection, one member of staff and one care receiver spoke openly to the Regulation Officer of their journey to recovery, which evidenced that the staff member had a full understanding and knowledge of their needs. The care receiver was able to describe the difference that the support from the staff team had made to their life, which suggested that the right level of support was provided for them.

Care staff spoken with described feeling more confident to challenge and question working practices and expressed confidence in carrying out their role. They spoke of accepting and valuing people regardless of their need and described a key part of their role as to support people’s strengths and capabilities. Staff described their understanding in relation to people’s abilities to make choices that may be regarded by others as unwise at times, but understood the principles of autonomy and capacity.

The Registered Manager expressed confidence in the staff team’s abilities to work within the parameters of their knowledge base and take appropriate action, should there be a change or deterioration in people’s health.

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."

The home is domestic and comfortable in appearance and presentation and is in keeping with the Statement of Purpose. Accommodation consists of single bedrooms, a communal lounge, kitchen/dining room and a relaxation room. Further to the last inspection, some changes have been made to the environment which has allowed one care receiver to have an additional bedroom provided which is used as their walk in wardrobe. One bedroom was reviewed as part of the visit and found to be personalised with individual furnishings and ornaments. There has been some recent repairs made to the roof and scaffolding expected to be removed in due course. Care receivers were making use of the lounge and kitchen/ dining area during the visit and were observed engaging in activities that would also be seen in an average household.

Management of services

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

There are clear lines of accountability and the management and governance arrangements in place shows that the home is being well led and managed. Samples of monthly quality monitoring reports were reviewed which demonstrated that care receivers' feedback and the evaluation of support is provided as part of this review. The records showed that one person expressed that, "the staff are very patient and use the correct approach with me which is caring and shows they are knowledgeable and fundamentally very competent".

There are no active complaints being investigated and information relating to people's rights and expectations are displayed in the relaxation lounge in the basement along with information as to how concerns can be raised.

Overall, the home is operating within the conditions of registration and it's Statement of Purpose.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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
St Helier
JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je