



**Jersey Care
Commission**

INSPECTION REPORT

Oakwell

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

**Park Estate, Rue Des Genets
St. Brelade JE3 8EQ**

2 and 3 November 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 Oakwell Short Breaks Centre which is a Children's Home. Oakwell is a five-bedroom bungalow in a quiet estate in St Brellade. It was extensively refurbished in 2014, which included improving access to all areas of the property by the care receivers. The home has a fully equipped interactive sensory room, a hydrotherapy pool, and interactive communication systems for children.

There is a large open plan lounge / diner / kitchen, with direct access to the bedrooms and to the large garden. There is equipment available to support children with their mobility requirements such as tracking hoist systems, wet rooms and height adjustable baths, and wheelchair accessible vehicles.

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), supporting a child or young person in their own home, or accessing nursery sessions, after school support and school holiday clubs. A Short Break may include overnight support at Oakwell.

The home became registered with the Commission on 4 December 2019.

Registered Provider	Government of Jersey Children's Services Accountable Officer: Mark Rogers (Director General Children, Young People, Education and Skills)
Registered Manager	Julie Osborne
Regulated Activity	A care home for children and young people's residential care (short breaks)
Mandatory conditions of registration	Type of care: nursing care, personal care, and personal support Category of Care: Children and Young People (0 to 18)

	<p>Maximum number of care receivers at any one time: 5</p> <p>Age range of care receivers: 0-18 years</p> <p>Maximum number of care receivers that can be accommodated in the following rooms: Rooms 1-5. One person in each room</p>
Discretionary conditions	The registered manager must complete a Level 5 Diploma in Leadership and Management in Health and Social Care to be completed by 6 December 2022.
Dates of Inspection	2 and 3 November 2021
Type of Inspection	Announced
Number of areas for improvement	0

The Care Home is operated by Government of Jersey Children’s Services and the registered manager is Julie Osborne.

At the time of this inspection, there were 12 children and young people receiving care from the service.

The discretionary condition on the service’s registration was discussed and the Registered Manager confirmed that they had completed their Level 5 Diploma in Leadership and Management in Health and Social Care. They are awaiting their certificate which will be forwarded to the Commission once received.

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.

Overall, the findings from this inspection were positive. The previous inspection report highlighted one area for improvement. This related to HR records and the Registered Manager’s access to these records. This has been resolved with the Registered Manager having access to centrally held records within the Government of Jersey.

The service is based in a large, detached bungalow. The property has been extensively remodelled and extended in recent years to provide a comfortable and homely environment while maintaining access to a wide range of equipment to support the care receivers. The home also benefits from dedicated sensory areas and a swimming pool.

The care receivers benefit from a stable and experienced staff team, including bank staff, who have long standing and well-developed relationships with them. The staff

team know the young people well and are passionate and committed to providing them with an enjoyable experience while on a short break. The interaction between staff and care receivers was observed to be warm, positive, and encouraging. Care receivers are encouraged to participate in activities both in the home and in the community. A care receiver spoke positively about their time with the service. A number of families and professionals were also consulted, and feedback was very positive about the service.

The service responded well to the challenges of Covid-19 and staff shared pride in only having to cancel one session throughout the pandemic.

There are challenges in relation to accessing some specialised training courses, but this is being addressed with senior managers.

There were no areas for improvement identified in this inspection.

INSPECTION PROCESS

This inspection was announced with two days' notice and was completed on 2 November 2021. This was to ensure that the Registered Manager would be available during the inspection and to confirm the service's infection prevention and control arrangements. The Children and Young People's Residential Care Standards were referenced throughout the inspection.¹

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

- **Safeguarding and safety**
- **Staff recruitment, training, and development**
- **Care planning**
- **Monthly Quality Reports**
- **Care home environment**

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.

Two Regulation Officers visited Oakwell on 2 November with a follow up visit by one Regulation officer on 3 November to speak with care receivers.

The Regulation Officer sought the views of five parents of children who use the service (their representatives), and spoke with managerial and other staff.

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

During the inspection, records including policies, care records, incidents and complaints were examined. On the first visit the Regulation Officer's undertook a tour of the premises.

At the conclusion of both inspection visits, 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

At the previous inspection there was one area for improvement. This related to the Registered Manager's access to HR records, and it was positive to note that this has now been resolved. All recruitment records are stored centrally on an electronic system and are easily accessible to the Registered Manager. The Registered Manager has physical copies of the most recently recruited members of staff including their application and interview notes.

The Regulation Officer reviewed records held at People Hub and was satisfied that all safer recruitment checks were completed.

Safeguarding and safety

Reference is made to Standard 8 which states 'you will feel safe'.

The home provides a range of care support packages for a number of care receivers. These can be for a few hours to overnight care. The focus remains on the care receivers to ensure individualised activities are enjoyed by them. It is evident from talking with care receivers that they have enjoyed bowling, swimming, and shopping in recent weeks.

The Regulation Officer observed the arrival into the home of two care receivers. Both appeared happy and relaxed with the staff team.

The staff discussed the impact of Covid on the home. They were extremely proud to advise the Regulation officer that they maintained staffing levels throughout and so were able to continue to provide support to their care receivers with one session cancelled.

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

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."

Oakwell has a Statement of Purpose which sets out the staffing arrangements for the home. It states that the home will be staffed by nurses and residential childcare officers with support from a housekeeper. The current establishment states there should be 11.5 fte (full time equivalent) members of staff. The home currently has one vacancy for a childcare officer and a nurse is currently working through her notice period.

Each shift is led by a nurse with a number of childcare officers. This varies depending on the individual needs of the care receivers using the service on any particular day.

CYPES (Children Young People Education and Skills), has a safe recruitment policy. The Registered Manager has copies of staff files which include application forms, interview notes, offer letters and contracts and detailed induction plans. Records are also held centrally by the Government of Jersey's People Hub. The Registered Manager has confirmed that she has access to these files. The Regulation Officer has looked at these recruitment records and they are in order.

The training plans for the staff team were detailed and thorough. Staff undertake mandatory training in areas including moving and handling, First Aid, infection control and food hygiene. They also undertake specialist training in this home in relation to use of specialist equipment, medicines and competency, safeguarding and end of life care. The Registered Manager described challenges in accessing some specialist health-based training and that this has become more challenging since responsibility for the home transferred to CYPES from Health. This is being addressed by the Senior Management team in CYPES. Members of staff spoken to during the inspection confirmed that their induction had gone well, and they felt the range of training provided was sufficient. The needs of the care receivers being supported in the home are fully discussed by the team prior to them starting short breaks.

The staff team are supported by a number of bank staff members. The Regulation Officers were assured that a number of these bank staff had worked in the home for many years bringing with them significant knowledge and experience of the care receivers.

Supervision is undertaken on a monthly basis between the Registered Manager and the residential childcare officers. This is reflected in staff records held at the home. The staff team confirmed that this is a supportive and positive experience and affords them the opportunity to discuss the home and care receivers in detail. The position for nursing staff is more complex. Clinical supervision from an external source has proved challenging following the transfer of the service from Health to CYPES. The Registered Manager has confirmed this has been addressed with a

member of the nursing staff adding there is now an opportunity for them to access clinical supervision.

The Registered Manager advised the Regulation Officers that a member of the nursing team had secured another role in the Health service and was currently working their notice period. They shared the challenges at this time in recruiting sufficiently qualified and experienced nurses for the role. On a positive note, the Nurse who is leaving has indicated that they will remain on the bank list to continue to support the home.

Care planning

Reference was made to Standard 13 which states 'when the time comes, you will be prepared and ready to move on'.
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The care plans for a number of care receivers were examined by the Regulation Officers. Each plan begins with a very detailed view of the care receiver including their likes and dislikes, how they like to be approached and spoken to and a care receivers summary of what they expect from the staff team member. This quickly gives a strong sense of the care receiver to a staff member unfamiliar with the care home. This is an area of good practice.

The staff team spoke with great pride and enthusiasm in relation to a care receiver who had successfully transitioned to the adult team. They supported the care receiver with visits, meetings, and transport to ensure the care receiver felt fully supported. This is reflected in the care records for the care receiver.

One care receiver was spoken to in relation to their transition plan by the Regulation Officer. They were able to share their hopes in relation to a successful transition to supported accommodation. Their only concern at present was where this will be and who will provide the support. The staff team were able to describe ongoing support for this care receiver through transition. Care records indicate that there have been a number of planning meetings in relation to the future support arrangements for this care receiver. The Regulation Officer observed the interaction between the care receiver and staff member in preparing their bedroom. It was evident that the relationship between the two was positive and supportive with lots of encouragement from the member of staff in relation to the task. The subtle use of language from the member of staff indicated a high level of experience and is seen as an area of good practice.

Packages of support are well planned. Placements are discussed with health professionals including GP's, nurses, consultant paediatricians, social workers, families, and the young people. Placements have to go through a Placement Panel, but the Manager makes the final decision in respect of new admissions.

The views of families of five care receivers were considered as part of the inspection process. All were very positive in relation to the care provided by the home. Comments included:

'I sleep really well knowing my child is at Oakwell'

The staff are amazing and are keen to tell all about the activities that have been undertaken'

'The way they communicate with us makes us feel that we are part of the team – nothing is too much trouble'

'Excellent home, very safe'

'xxxx looks forward to their visit to Oakwell - loves being there'

A number of care receivers are in education settings. They are often collected from or taken to school depending on their level of need and the respective care package. It is very evident that there is close collaboration between the two settings to ensure a positive transition for each care receiver. This is evidenced in the recordings in care records and from comments from education providers.

Monthly quality reports

Reference was made to Standard 15 which states 'How you are cared for and where you live or stay will be checked and reviewed regularly to sort out any issues and make things better for you and other children and young people.'

It is a requirement that provider appoint an Independent Person to visit the home on a monthly basis and to report on care provided in that home.

The Commission notes that the Provider changed the Independent Person in April. Subsequently reports have been received for July, August, September, and October. These were in person visits with the exception of July which was a virtual visit. The reports are detailed and provide evidence of the high-quality care provided in this home.

Two professionals were contacted in relation to this inspection. A Children's Service Social Worker was very positive about the care provided to their care receivers. They felt that the service was 'safe, caring and enjoyable'.

A health care professional added that they also felt the home to be providing a very positive experience for the care receivers.

Care home environment

Reference was made to Standard 2: "Settling in to where you will live or stay will be handled gently and you will feel welcomed to a friendly and caring, safe, homely setting' and Standard 6 which states 'Where you live or stay will be comfortable, safe and accessible'.
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Oakwell is a detached five-bedroom bungalow situated in a private estate. There is parking at the front to the property. To the rear of the property is a large, enclosed garden which is easily accessible from the property. The Registered Manager outlined further plans for the development of the outside space.

The property was significantly redeveloped in 2014 and further works have ensured that the property is fully accessible for the care receivers staying there.

On entering the property there is a large open plan living area which includes a kitchen, dining table and sensory areas. There are a number of bedrooms and bathrooms off this central area. The bedrooms are well equipped to facilitate care for the care receivers with each having a range of equipment available for the staff team to provide care. This includes hoist systems. The bathrooms include sensory lighting, height adjustable baths and shower areas.

The current group of care receivers who use the home have very individual preferences and tastes. Regulation Officers were shown individual storage boxes in which care receivers store personalised items between stays. They are also encouraged to bring personalised items for their stay. This includes toys and lighting.

The Registered Manager explained that once care receivers are offered a short break, a number of visits occur to allow the care receiver to feel fully comfortable in the home. Time is taken to understand the individual needs of each care receiver to help ensure their time in the home is positive and most importantly, fun.

To the side of the property is a further bedroom which is used as a staff sleep in room. This part of the property also includes an office and nursing room. The home benefits from a hydro pool. The pool area includes sensory lights. The staff team confirmed that the pool was not used during the Covid-19 lockdown periods which was unfortunate as a number of care receivers looked forward to accessing the pool. The pool is once again in use.

The Registered Manager discussed some challenges for the home in relation to ongoing maintenance plans, especially following the transition of these arrangements from Health to CYPES (Children Young People Education and Skills). The Service Lead has assured the Regulation Officers that this is being resolved.

The staff team spoke with pride at the range of specialist equipment that they are able to use with the care receivers and how each item directly impacts on the care receiver.

The home has a number of vehicles which have been adapted to enable care receivers to access other social and entertainment options during their stay.

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.



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