



Jersey Care  
Commission

## **Summary Report**

**L'Avenir**

**Care Home Service**

**Les Amis Head Office,  
La Grande Route de St Martin,  
St Saviour, JE2 7GS**

**17 February and 17 March 2022**

The full report can be accessed from [here](#).

## **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 of this inspection were positive. The Registered Manager engaged fully in the inspection process and ensured that all requests for information and records were fully met. In addition, a number of care receivers and their representatives were happy to provide feedback on the home which was consistently positive.

Training for staff was examined in detail and cross referenced with the service's Statement of Purpose and categories of care provided. Training offered is generally consistent with the requirements set out within the Care Home Standards. However, some further training needs were identified by both the Registered Manager and Regulation Officer and brought to the attention of the Les Amis Learning and Development team.

There have been several changes to the staff team since the last inspection. Care receivers have embraced the changes and are building new relationships. The existing team have welcomed and supported new members. During feedback with both staff and the Registered Manager, the cohesion and motivation of the staff team was considered to be a real strength.

A review of care plans was conducted by the Regulation Officer. Plans were found to be reflective of the needs of care receivers whilst respecting their wishes and preferences. However, some instances were noted where information had not been accurately updated within the care plans. This is an area for improvement.

There are safe practices in place for care receivers based on their individual needs. This was evidenced through the care plans and risk assessments detailed in individual profiles. The Regulation Officer noted several areas where general risk

assessments, relating to safe working practices within the home, had not been identified or an effective risk management plan implemented. This is an area for improvement.

As part of the inspection process the Regulation Officer reviewed the processes followed in receiving a new care receiver into the home. While the processes in place included a robust assessment process which identifies all aspects of care and support, there was a failure to implement the agreed level of support identified and to communicate effectively with the commissioning service. This is an area for improvement.

The Regulation Officer undertook a review of the organisational policies and procedures in place. These were found to be reflective of the requirements of the Care Home Standards. Subsequent discussions with the Human Resources (HR) and Learning and Development teams identified areas where some future amendments may be required.

**IMPROVEMENT PLAN**

There were three areas 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</p> <p><b>To be completed by:</b> one month from the date of inspection 17 April 2022.</p>	<p>The Registered Provider must ensure that that there is system in place for appropriate risk assessments to be carried out. Findings from risk assessments will be recorded and actions taken to reduce and manage risk. This should include the availability of appropriate risk assessment training for key members of the staff team.</p>
	<p><b>Response by registered provider:</b></p> <p><b>The risk assessment has been reviewed; the new risk assessment requires two staff members on</b></p>

	<p>shift between 08:15-18:45; in case of full daily presence of all Residents. Appropriate risk assessment training for key members of the staff team has been reviewed by Les Amis. New training has been introduced to L’Avenir staff: Epilepsy and Autism (across all of Les Amis). In addition, the Buccal Midazolam training will be renewed on annual basis for staff team at L’Avenir.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 2.7</p> <p><b>To be completed by:</b> with immediate effect.</p>	<p>The Registered Manager must ensure that all care plans are up to date and reflective of care receivers current care, health, safety and welfare needs.</p> <p><b>Response by registered provider:</b></p> <p><b>The individual Care plans have been updated and reflect of care receivers current care, health, safety and welfare needs. As the report notes on page 11 the care receivers and their families spoke positively about the care that was provided and received which illustrates their needs are being met effectively.</b></p>
<p><b>Area for Improvement 3</b></p> <p><b>Ref:</b> Standard 2.5, 2.6 11.4</p> <p><b>To be completed by:</b> with immediate effect.</p>	<p>The Registered Provider must ensure that the assessed levels of support are in place for care receivers. Any inconsistencies must be identified and reviewed with the relevant commissioners and professionals. This should include changes in need or circumstances which require re-assessment.</p> <p><b>Response by registered provider:</b></p> <p><b>As noted in the response for improvements 1 and 2 a full review of individuals risk assessments and care plans has taken place to ensure appropriate staffing levels are implemented in the home throughout the day/week. This coupled with the ongoing dialogue with the</b></p>

	<p><b>commissioning body will help to address the apparent breakdown in open communication. The key to this discussion, is to review and address the funding and staffing of small residential units such as this home with an aim to move towards an outcome focussed assessment and review process opposed to the output-based funding structure currently in place. This will be supported by an independent review by an external body, which will hopefully realign and define this soon which the Care Commission will be party to.</b></p>
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