



**Jersey Care
Commission**

Summary Report

Jersey Cheshire Home

Care Home Service

**Eric Young House
Rope Walk
St Helier
JE2 4UU**

13, 14 and 20 April 2022

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.

The home is well managed by health professionals who have relevant experience and qualifications; which results in strong leadership and a good level of clinical oversight to monitor the standards of care. There was evidence during this inspection that the home is operating in line with its conditions of registration and in accordance with the Statement of Purpose. The home has demonstrated a commitment to improving standards to benefit care receivers, this included for example the creation of a sensory room and the appointment of an Occupational Therapist (OT) since the last inspection.

New staff are recruited safely and go through a detailed induction programme and are provided with relevant training thereafter which is informed by regulatory requirements. Relevant neurological training is now also provided for all staff which has helped to aid staff understanding and knowledge of certain health conditions.

Care receivers' dependencies, care and support needs vary widely and due to the range of neurological conditions and level of disability, there are some care receivers who require a comprehensive level of nursing care to be provided. The staffing levels are higher on weekdays in comparison to the weekends and this should be further reviewed, on the basis that care receivers' needs do not change to ensure that care and opportunities for social outings are not compromised as a result.

Care receivers spoke positively of their experiences of the home, were complimentary of the staff and described them as kind and attentive. They described that they were supported in a way that was respectful of their wishes and choices. Family members also described general contentment with the standards of care provided, although highlighted the continued visiting restrictions in place were impacting negatively upon their quality of life.

There are two areas for improvement identified which relates to the provision of fire safety training and the duty to submit all notifiable events to the Commission in a timely manner.

IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 4.2</p> <p>To be completed by: with immediate effect</p>	<p>All staff must be provided with fire safety training that meets the requirements set by the Fire and Rescue Service.</p> <hr/> <p>Response by registered provider:</p> <p>Jersey Cheshire Home have now taken actions to meet these requirements.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 4.3</p> <p>To be completed by: with immediate effect</p>	<p>The Provider must ensure that the Commission is made aware of all notifiable events within two working days of the event.</p> <hr/> <p>Response by registered provider:</p> <p>Jersey Cheshire Home will ensure that the notification process is followed in a timely manner.</p>

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