



**Jersey Care
Commission**

Summary Report

04 Children's Home

Care Home Service

**Liberté House
19-23 La Motte Street
St Helier JE2 4SY**

26 May and 14 June 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.

Three areas for improvement identified at the time of the last inspection have been resolved, or there is a plan in place to address these.

There are a number of vacancies in the staff team, but it is also acknowledged that staffing is a challenge across the care sector. The Interim Manager has a plan in place to address this and was aware of the need to ensure that staff do not regularly work more than 48 hours per week.

Safe recruitment practices are in place and staff had relevant qualifications to work with young people. Staff receive regular supervision and appraisals.

Appropriate notifications are made to the Commission, where there are incidents or safeguarding concerns. However, the Regulation Officer was concerned that the current policy regarding missing young people does not seem to be consistently followed by all agencies. This is an area for improvement.

There is a clear and easy to follow care plan, accessible to all staff.

The Young Person's Guide has been updated, and this could be further improved to include contact details of the Children's Commissioner and the Care Commission.

Young people's views are considered, and there was evidence that action had been taken as a result of young people's views being listened to. There is good communication between staff and the young person. There is a complaints book, but this had not been used as issues to date had been raised in conversations with staff and addressed.

There was evidence that the care planning is person-centred and promoted independence skills for the young people.

Overall, the feedback from professionals and from one relative was positive.

There has been an increase in the volume of training provided to the staff team. It was positive to note that this is also provided to zero hours contract staff. The Manager also identifies and provides training for this staff and is hoping to roll this out to other residential care home staff.

Weekly team meetings are held, and notes from these meetings are sent to all staff to ensure consistency of practice. This is an area of good practice.

Staff have not received training in medications management and the policy, to include regular assessment of staff competencies, needs to be updated. This is an area for improvement.

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 9.7</p> <p>To be completed by: Within three month (12 September 2022)</p>	<p>The Provider will review and update the medications policy. All staff will have appropriate training and their competency will be assessed on at least an annual basis.</p>
	<p>Response by registered provider:</p> <p>The medication policy for the organisation is currently under review by the children's home improvement manager. Once agreed and ratified by all parties involved it will be circulated to all staff within children's services</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 8.4</p> <p>To be completed by: Within three month (12 September 2022)</p>	<p>There will be a policy and procedures which are in line with multi-agency procedures to support children/young people who are absent or missing. The policy will be clear and be followed by all agencies.</p>
	<p>Response by registered provider:</p> <p>The general missing person's policy is under review and a draft report is currently available for consultation. There is a multi-agency review led by the jersey safeguarding board. Once agreed and ratified by all parties involved it will be circulated to all staff within children's services</p>

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