



**Jersey Care
Commission**

INSPECTION REPORT

Stuart Court

Care Home Service

**La Rue de Haut
St Lawrence
JE3 1JQ**

22 and 27 July 2022

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity 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 Stuart Court Care Home. The service is situated in a residential area in St Lawrence and provides both long term and respite care to people over the age of 60 years. Single en suite bedroom accommodation is provided over four floors and some of the bedrooms have views overlooking St Aubin's bay.

There are a range of communal areas, including a sitting room, dining area, library area and in addition there are garden and patio areas for people to enjoy. Recently, the home has provided additional internal and external communal areas for care receivers and their families to benefit from.

The home is staffed with a team of care, domestic and catering staff and is managed by the Registered Manager, who is a Registered Nurse.

Regulated Activity	Care home
Conditions of Registration	<u>Mandatory</u> Type of care: personal care and personal support Category of care: Adult 60+ Maximum number of care receivers: 28

	Age range of care receivers: 60 years and above Maximum number of care receivers that can be accommodated in the following rooms: Rooms 1 – 26: one person Rooms 27 and 28: one person for respite care only
Dates of Inspection	22 and 27 July 2022
Times of Inspection	10am – 12.30pm on 22 July 2pm – 5.15pm on 27 July
Type of Inspection	Unannounced on 22 July 2022 Announced on 27 July 2022
Number of areas for improvement	None
Number of care receivers accommodated on the day of the inspection	28

The Care Home is operated by Methodist Homes for the Aged (Jersey) and the Registered Manager is Elaine Jackson.

Since the last inspection, which was completed on 26 March 2021, the Commission has received a few applications to vary the conditions on the service's registration. This included applications to vary the age range to allow one care receiver to be admitted and to increase in the maximum number of care receivers, from 27 to 28.

The Commission has also received updated copies of the service's Statement of Purpose, which was part of each variation application.

The Regulation Officer visited the home on 27 June 2022 to meet with the Registered Manager and review the new communal facilities provided. The Registered Manager has also initiated telephone contact with the Commission periodically to discuss issues and matters as they have arisen.

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.

Care receivers were overwhelmingly positive about the quality of their lives in the home and were keen to stress that they felt extremely well cared for. This was also reported by family members and health professionals alike. The atmosphere in the home was noted to be relaxed during both inspection visits and care receivers and family members were observed freely coming and going from the home as they wished.

Care receivers' safety is maintained by a range of measures including, the recruitment of staff, consistency of staff and safe staffing levels, availability of clear policies and procedures, and training for staff. There are clear managerial and governance arrangements in place which has a positive impact on the quality and safety of care and support provided.

The environment is well maintained, homely and well decorated and care receivers' bedrooms are personalised to reflect individual preference and taste. Improvements have recently been made to the range of communal areas available for care receivers and their families. The home adopts good infection prevention practices, which was confirmed by the outcome of a recent community infection control audit.

Staff are clear about their roles and the ethos of the home and were motivated to provide a quality service to care receivers. They have regular opportunities for training and development and they were complimentary of their working environment and viewed the team relationships as one of the strengths of the home. Referrals are made to health and social care professionals when necessary and the staff team were aware of the home's registration conditions and limitations in providing personal care and support.

There are no areas for improvement resulting from this inspection.

INSPECTION PROCESS

This inspection was a combination of an unannounced and announced visit and was completed on 27 July 2022. The unannounced visit focused upon a review of records including staff recruitment and training records, quality assurance reports, staffing rosters, policies and fire safety records. The Regulation Officer spoke with care receivers, visitors to the home and staff on the second visit and reviewed samples of medication and care records.

The Care Home Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Safety**
- **Care and support**
- **Training**

Prior to our inspection visit, all of the information held by the Commission about this service was reviewed, including the previous inspection report.

A poster was displayed in the home, informing visitors that an inspection was underway, which invited people to contact the Regulation Officer to share their views, if they wished. Eight care receivers and six representatives provided their views of the home and their experiences. The views of four professionals were also requested as part of the inspection process and three people provided a response.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager summarising compliance with the areas of focus and verbal feedback that had been provided by care receivers and their representatives.

This report sets out our findings and includes areas of good practice identified during the inspection.

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

INSPECTION FINDINGS

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

Safety

The Standards outline the Provider's responsibility to ensure that people will feel safe and are kept safe. Care receivers will have the right to live safely and free from harm.

A sample of newly recruited staff members' personnel files showed that the service adopts a safe approach to recruitment and meets all Standards. This was evidenced by all required documentation to be provided in advance of staff starting work. The home renews all staff members' criminal records checks every three years in accordance with their safe recruitment policy, which was evidenced during the inspection.

A sample of previous and planned staff rosters showed that the staffing levels are in line with the Statement of Purpose and meet the minimum staffing Standards. Consideration is given to the skill mix and consistency of the staff team when planning staffing rosters to ensure that there is a balance of experienced and less experienced staff working at all times. Staff told the Regulation Officer that they felt the staffing levels were adequate and sufficient. The visibility and presence of the Registered Manager was confirmed by the roster which was reinforced by the staff team, visiting professionals and from the Regulation Officer's contact with the home.

There is a robust approach to governance to ensure that there is oversight of the service. A Provider representative visits the home on a monthly basis and compiles a report to evidence that the home is meeting Standards and Regulations. A sample of monthly reports were examined, to which the Registered Manager confirmed she had been made aware of the findings and acknowledged the value of the Provider visits. In addition, the management team make periodic visits to the home to ensure that the care staff are maintaining Standards as required.

The findings from out of hour's visits showed that the outcome of earlier GP visits had been followed up by the management team.

The Registered Manager shared the governance planner that has been developed, which allows her to keep track of all information and records necessary for the safe operation of the home. This included, for example, monitoring the servicing of equipment, public liability insurance, and staff appraisals are kept up to date. Policies and procedures are updated accordingly and the Manager checks that these are being followed through a variety of monitoring systems.

The outcome of a recent medicines audit showed that safe medication practices are in place. Samples of medication administration records were examined by the Regulation Officer during the visit and no concerns were noted in relation to the standard of record keeping. The home's medicines policy has been revised and is currently under review. A discussion with a senior member of care staff confirmed a working knowledge and safe practice in the administration of controlled drugs.

The outcome of a recent infection control audit, which was completed by the Community Infection Control Nurse, showed a good level of compliance to support the management of infection prevention and control. A discussion with care staff confirmed that changing facilities are provided and they follow the home's guidance in changing into and out of uniform when travelling to and from work.

The home had a food safety audit carried out by the Environmental Health team on 10 March 2022 and was found to have very high standards of food safety management practices in place.

The fire safety log book was examined, which showed that all fire safety checks as required by the Fire Service are carried out. This includes regular practical fire drills which help staff become familiar with emergency procedures. The records show that care home specific fire warden training has also been provided to some staff. Notifiable events have been reported to the commission as indicated in a timely manner.

Care and support

The Standards outline that people in receipt of care and support should experience compassion, dignity and respect. Care receivers, where appropriate should be involved in all decisions relating to their care and support in a way that respects their rights, individuality and beliefs.

Care receivers, representatives and health professionals told the Regulation Officer that there were good standards of care and support in place. Care receivers said they were facilitated to have a good quality of life, which was respectful of their rights and preferences and in line with their wishes. They said they were treated with dignity and there was lots of fun in their daily lives. Some of the following comments were made:

“These are the very best circumstances for me, it’s lovely, there’s no pressure to do anything and you’re very well looked after. I love the company and they pull out all the stops to make you happy”.

“Being here is just what I needed, straight away I found the staff to be kind, considerate and very caring. They’ve never made me feel embarrassed [when they’re helping me in the shower] and they’re very dignified in their approach. They’re not too intrusive, just really helpful and respectful. I’m really benefitting from being here and I actually love it. My room is perfect”.

“Everything is A1, I fell in love with it after I stayed for some respite and I had no hesitation in moving in. The staff can’t do enough for you, but they also just let me do what I can so I’m still independent. There’s a good choice of food, always happy people around and we have a lovely hairdresser too. I’ve got no complaints and they are wonderful at keeping everything nice and clean”.

“To tell you the truth it’s absolutely wonderful, I’m really happy here. I can’t tell you anything bad, this is the happiest I’ve been in years. The staff know everyone really well, they’re really friendly and in my opinion it’s perfect”.

“We had a marvellous reception straight away. We knew it was a good standard and X felt excited to come in, we knew the girls were lovely and we find it bright, airy and always clean. It’s well staffed and we know X is in good hands and we can all come

and go as we please. We're always welcomed and the place is kept immaculate and we find the standards to be excellent. X has even made some friends and there's always someone to talk to. The girls are all lovely and you can approach them at any time" [from a representative].

"They always deliver excellent care and I have never has cause for complaint. One of the important things, is the attitude of the staff and the feel of the home. They are always friendly and attentive and the home feels like a home rather than an institution X still receives excellent care and attention, and I cannot emphasize how grateful I, and the rest of the family, are for this" [from a representative].

"Elaine and the team do a fantastic job of caring for X and nothing is ever too much trouble. We are so grateful to have found such a lovely place for X. It's always a difficult decision and X is happy which is the most important thing. We do not have to worry as we know X is safe & happy and has help 24hours a day" [from a representative].

"I have to say it's a wonderful place and they have been amazing toward X, in fact X is a different person now. X initially had respite and then decided to stay permanently and is so happy now and I truly believe X is having a wonderful time living there" [from a representative].

The Manager and Deputy have always made me feel extremely welcome" [from a visitor].

One representative's view indicated that whilst they felt the care and support their relative received was of a good standard, they felt that communication between them and some staff could be better improved. This comment was fed back to the Manager so that she could review and give further consideration to this observation.

During the afternoon of the inspection visit, the Regulation Officer observed staff engaging positively with care receivers and noted they were attentive and took time to support and communicate in accordance with peoples' abilities. Good humoured chit-chat was heard and staff knew care receivers well as they were heard talking

about their family members, personal interests, and life experiences. A number of care receivers confirmed that they were enjoying afternoon cakes that had been served with drinks in the lounge.

The recording of care receivers' care plans was being changed to an alternative electronic record keeping system. Samples of records were examined and noted to contain details including, medical and social history, health care needs and plans based on assessed needs. The records showed that care receiver's independence was promoted and they are fully involved in contributing to their care and how it is delivered.

Supplementary paper based records are also maintained and easily accessible to staff, GPs and other health professionals where information such as end of life wishes have been established. There are simple systems for ease of access to this type of information that the staff team were familiar with.

The home is compliant in adhering to the conditions on registration and the staff team told the Regulation Officer of the types of practical assistance they provide to care receivers. They said that the Registered Manager takes an active part in the day to day running of the home and appropriate action taken in response to a deterioration or change in care receivers' health conditions. Examples were provided by the staff team to demonstrate this practice and the Manager also described a recent situation whereby one person's health condition meant that the home could no longer continue to care for them.

There were no care receivers with pressure ulcers at the time of inspection and one person was receiving regular District Nurse intervention to manage one aspect of their care.

No complaints have been raised with the home that have required a formal response, however the Manager advised lesser issues have been addressed as they have arisen.

A sample of care receivers' bedrooms were reviewed which showed the rooms to be personalised with furniture, ornaments and other keepsakes. Care receivers spoke highly of the layout and standard of décor of their bedrooms and commented that having their personal belongings helped them to retain their sense of identity.

One health and social care professional commented that, "the staff at Stuart Court have been extremely helpful to me and caring towards care receivers, Elaine is an amazing and efficient manager, and everyone is happy in her care. I have yet to hear a bad comment from anyone". They also commented that their professional and specialist advice and suggestions are adhered to and that the staff team are efficient at liaising with GPs. They described the home as "always clean and tidy" and "an excellent facility for older adults".

Another health and social care professional contacted the Regulation Officer to describe the experiences of one care receiver that they had supported prior to moving into the home. They said that they had noticed a huge improvement in their wellbeing and that they have "thrived and is very happy living there". They described the home as being "very warm and caring with a helpful and responsive staff team".

Training

The Standards outline that at all times there should be competent and skilled staff available. Staff should be provided with a range of relevant training and development opportunities.
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New staff are provided with a comprehensive induction programme to equip them with the necessary skills and knowledge to carry out their roles. Records showed that whilst staff are going through their induction, the Registered Manager meets with them to discuss their progress and development in their role. Staff also receive 1:1 and group supervision and a sample of records and discussions with staff confirmed this. Appraisals are also carried out.

Staff spoken with described that they have access to regular training and development opportunities. This included, two staff members completing a management qualification and other staff completing Level 2 and Level 3 vocational training in health and social care.

The majority of the care staff team have many years' experience of working in care and have already achieved a Level 2 qualification. One member of staff told the Regulation Officer that they had worked in other care services previously, and since working in the home had been offered the opportunity to complete Level 2 vocational training, which they were looking forward to. Staff who administer medication have completed additional training as is required by the Standards.

Samples of training records showed that there is a blended learning approach to training. This includes practical skills training in certain mandatory subjects which is delivered by an accredited training provider, vocational training in health and social care, in house training and additional industry experts also provide other training. The recently recruited activities coordinator had been provided with training specific to her role which detailed empowering people to participate in activities and interests.

The training prospectus is currently under review and the Registered Manager confirmed that an analysis of the training and development needs of the staff team is being planned for with help from an educational specialist. The home has, in conjunction with the Ambulance Service developed an approach to the prevention and management of fall events. Training was provided to staff in May in respect of hip fractures and 'post fall' guidance available for staff to follow, with additional training being planned.

The Regulation Officer took the opportunity to speak with several care staff who were on duty at the time of inspection to seek their views of the service. They were keen to join in the discussions and described their shared responsibility for promoting care receiver's well-being, safety and quality of life. They appeared to be very committed, motivated and passionate about the home and said they were proud of the service they provided. The staff team described feeling valued and respected by the management team and were clear about the Manager's expectations and Standards of care.

Information was provided by an external source who confirmed that the home has facilitated placement for students undergoing health and social care qualifications. They commented that they have found the home to be "an extremely valuable

placement for students” and that students are “all treated as part of the staff team”. They described that the staff team are very supportive towards students and facilitate their learning in a structured, comprehensive manner.

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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