



**Jersey Care
Commission**

Summary Report

43 Clubley Estate

Care Home Service

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

22 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.

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, care receivers, family members and professionals were happy to provide feedback on the home which was generally positive.

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.

There were several examples of robust safe systems of working practices within the home. However, some work is required to improve the risk assessment process and evacuation plans relating to fire in order to clearly identify the responsibilities for staff in the event of a fire. This is an area for improvement.

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. One area in relation to competency updates was discussed with the Register Manager and the requirement for some adjustments to current practices highlighted.

It was noted by the Regulation Officer the diverse range of communication styles utilised by care receivers. There needs to be a structured and consistent training plan in place for staff, in order to support and promote the communication needs of individual care receivers. This is an area for improvement.

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, preferences and communication styles.

The team were found to be knowledgeable and demonstrated a good understanding of care receivers' needs. Relationships with care receivers were observed to be positive and friendly.

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</p> <p>To be completed by: 2 months from the date of inspection (22 August 2022).</p>	<p>The Registered Manager must ensure that appropriate risk assessments are in place in relation to fire safety, in order to identify any risks associated with evacuation of multiple residents who may have additional needs. Such a risk assessment should aim to satisfy the organisation that the level of staffing in place (over the 24 hour period) is sufficient to manage safe evacuation. There also needs to be a fire evacuation plan which clearly identifies the responsibilities for staff in the event of a fire.</p>
	<p>Response by registered provider:</p> <p>This is an area that the Registered Manager will address by completing a fire risk assessment and evacuation plan for the staff team. This will highlight the risks associated with evacuating multiple residents. They will also introduce mock fire drills including the fire equipment to ensure staffs understanding their roles and responsibilities in the event of a fire. This will be completed by the 22/08/22 as recommended</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 6</p> <p>To be completed by: 4 months from the date of inspection (22 October 2022).</p>	<p>The Registered Provider must ensure that care receivers are supported by a staff team who have training which meets individual communication needs / styles and promotes effective communication.</p>
	<p>Response by registered provider:</p> <p>As there is not currently a Makaton Trainer available on Island the Registered Manager will utilise the staff</p>

	<p>that have been trained in this area to assist other employees to develop their signing skills. Les Amis have also introduced a sing and sign for the residents Social Club events which will enable staff a learning opportunity to further develop thier Makaton skills whilst participating in this activity with residents. The Registered Manager will introduce more Makaton learning through house meetings to further develop the team's knowledge and skills in this area of communication. This will commence immediately and further exploration with Les Amis will continue to see if a Makaton Trainer can be sourced in the future.</p>
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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