



**Jersey Care
Commission**

SUMMARY REPORT

Longfield Villa Care Home

Care Home Service

**La Rue du Bocage
St Peter
JE3 7AS**

28 July & 3 August 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 inspection was unannounced on the first day and announced on the second. The second visit enabled there to be a review of ways of working, alongside files and folders with the HR & Business Consultant and Assistant Administration Manager. The Registered Manager was present during the first day of the inspection.

The home environment was found in good order and care receivers were being appropriately supported by the three members of the care team on duty observed on the two days of inspection.

Care receivers were present during the visit, and it was observed that social activities were being supported or encouraged by care staff in accordance with the Statement of Purpose. Social activities and therapeutic benefits of 1:1 support were noted from social activity logs, and this was further confirmed from specific feedback received from one relative. They highlighted the improved mental health and presentation of a care receiver since moving into the home, citing increased 1:1 activities that are included in the support that is available and as provided, this in their view greatly contributing to this improvement.

Feedback from care receivers was positive and it was noted how one care receiver was particularly pleased with the refurbishment of their room which had recently taken place. One care receiver spoke very positively of the facilities available to them and of the support which they have from different members of the staff team. Observations of interactions between members of staff and care receivers conveyed a relaxed and comfortable home environment.

The opportunity to speak with different members of the team provided a good source of positive feedback relating to how the home aims to maintain and meet the Standards aligned with best practice in support of mental health needs. Of particular

note was the praise by a number of staff that was given to the contribution from the Registered Manager to inform their working practices. The Provider's investment in a recruitment drive that led to the successful appointment of an experienced Registered Nurse (Mental Health) was highlighted.

Engagement with the Registered Manager confirmed the attention which both they and the Registered Provider have given to specific areas of the service since taking up this position. There is an overall investment in ensuring that there is a staff team that incorporates a number of registered healthcare professionals. This has helped to ensure that a high level of clinical oversight and expertise is embedded in the systems of governance. This is supplemented by the Provider's (Director's) ongoing daily oversight of any operational matters if required in support of their management team.

Staff expressed their appreciation of the additional rooms which have been allocated as a staff room and training resource area. This provides a much-improved space for staff to benefit from, and demonstrated that there is a significant investment in both staff training opportunities and staff well-being, ensuring that they have the opportunity for more protected break time in a quieter location away from any care delivery.

Supporting information was also gathered from other external sources which provided a consistent body of evidence to demonstrate that the home was operating safely, effectively, and consistently in meeting the Standards.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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

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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