



**Jersey Care  
Commission**

## **Summary Report**

**Field View**

**Care Home Service**

**La Grande Route de St Martin  
St Saviour, JE2 7GS**

**7 June and 7 July 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 service has made improvements in four out of the six areas for improvement identified at the time of the last inspection.

The Young Person's Guide was updated during the period of the inspection and is no longer an area for improvement.

The Manager remains in post and the staff team are long serving and consistent. Staff felt well supported and received regular supervision. This is no longer an area for improvement.

There have been several occasions where staff have been lone working, due to sickness and annual leave. This has an impact on the quality of care provided to young people and remains an area for improvement.

The training programme for all staff has improved and is no longer an area for improvement. However, specific training and policy in medications management still needs to be updated and is an area for improvement.

There have been improvements to the design and layout of the home which has enabled the lounge to be available to all young people. This is no longer an area for improvement.

The fire alarm system is linked to two other properties which means that the service is unable to carry out individual fire drills. The Health and Safety Manager for this division of Government of Jersey is aware of this issue and consideration is being given to any necessary changes. In the meantime, the Regulation Officer was satisfied that weekly tests are completed.

There is a more robust pre-admission assessment to ensure that the needs of any new young person and the needs of the current care receivers are considered. This is an area of good practice.

There was evidence that staff promote the physical and emotional health of young people. There is an independence skills checklist for the young people and staff support them to achieve independent living once they leave this home.

The inspection feedback indicated that there is a lack of positive communication between staff at this home and one team within Children's Service. The Registered Manager agreed that this was an area that needed further development and would arrange a meeting with the relevant Team Manager.

## 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><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 14</p> <p><b>To be completed by:</b> 11 November 2022</p>	<p>The Provider must ensure that all staff are trained in medications management in accordance with the Standards and that there are regular checks on staff competence.</p>
	<p><b>Response by registered provider:</b></p> <p>All staff are required to attend Medication Awareness training accessed through Virtual College. All Fieldview staff have completed this.</p> <p>The Learning and Development Manager is sourcing additional Medication training as a stand alone unit obtained through Highlands College or the Vocational Training Centre.</p> <p>Annual competency checks will be completed by trained QCF Assessors. QCF Assessor training is underway in 2022 to increase assessor capacity. This includes 1 x senior Fieldview staff.</p> <p>The Medication Management and Policy and Procedure (2022) is under review with Registered Managers and CYPES Health and Safety Manager to ensure a consistent approach to medication training, care and support systems.</p> <p>As a Supported Accommodation home for Young Adults aged 18-21, most young people residing at Fieldview will self administer prescribed medication. Young people under 18 years of age / those in need, may be supported by staff to administer medication.</p>

<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Regulation 5</p> <p><b>To be completed by:</b> 11 November 2022</p>	<p>The service must be provided in a way that is consistent with the Statement of Purpose. The Registered Manager must ensure there are sufficient bank staff to cover periods of annual leave and sickness. There should not regularly be members of staff lone working.</p>
	<p><b>Response by registered provider:</b></p> <p>Fieldview has had an increase of 1 x full time member of staff agreed 8<sup>th</sup> August 2022. This allows for sufficient cover for annual leave and staff training. This increases staff capacity from 9 to ten staff, with the Registered Manager in addition to this.</p> <p>The Registered Manager is in the process of interviewing a number of internal and external candidates for bank staff and permanent Residential Child Care Officer positions (12<sup>th</sup>-15<sup>th</sup> September).</p> <p>One member of staff previously employed as bank staff was successful at interview and is now awaiting a full time contract due to start at end of November 2022.</p> <p>The Registered Manager will ensure that ongoing recruitment is in the process for full time and bank staff roles and it is anticipated that this will enhance the quality of the service provided and permit a staffing structure consistent with the home's Statement of Purpose.</p> <p>The Registered Manager will ensure that lone working only occurs as matter of emergency. All staff will be trained in MAYBO Safer Lone Working module through Virtual College.</p>

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