



**Jersey Care
Commission**

Summary Report

La Mabonnerie

Care Home Service

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

8 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.

Overall, the findings of this inspection were positive. The Regulation Officer had the opportunity to observe care receivers within the home engaged in their daily activities with the support of staff who were positive in their approach, and evidently knew the care receivers well. Staff appeared motivated in their roles and spoke of their willingness to support a new care receiver into the home. However, this has had some challenges which have impacted upon staff working patterns.

Feedback from family members was complimentary of the staff team and the standard of care provided to their relatives. One relative spoke of their concerns that recent changes within the home has had upon their loved one.

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.

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 of training in relation to meeting the communication needs of individual care receivers was identified as an area for improvement.

Several examples of robust safe systems of working practices were demonstrated including fire safety, equipment maintenance, infection control and cleaning schedules.

A review of care plans demonstrated a good understanding of care receivers needs and were reflective of individual wishes and preferences.

IMPROVEMENT PLAN

There was one area 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 6</p> <p>To be completed by: 4 months from the date of inspection (8 December 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> <hr/> <p>Response by registered provider:</p> <p>Les Amis have recently secured the option to fully train a staff member as a MAKTON trainer however this will take a period of months to achieve this fully.</p> <p>In the interim the Registered Manger will continue to utilise different communication tools, such as PECs, Flash Cards, My Choice (Makaton app), easy reads etc.</p> <p>In addition to this a request for the SALT manager to meet with the Registered Manager to assist them in the use of appropriate and effective communication tools through an assessment of the individuals needs has been made.</p>
--	--

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