



**Jersey Care
Commission**

Summary Report

Maison Jubilee

Care Home Service

29 Victoria Place

St Helier

JE2 4ER

21 July and 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.

Maison Jubilee is a warm and friendly home which welcomes visitors, while providing varied and active social opportunities for care receivers. This was evident during both inspection visits with all care receivers engaged in various community activities.

Feedback received from relatives and professionals was generally very positive. Some constructive feedback was received which was relayed to the Interim Manager which was welcomed.

The staff team were found to be enthusiastic and motivated in their roles. They spoke of the benefits of working within a supportive team with a diverse skill mix, which brings a wide range of knowledge and experience to the team. Staff also spoke of the consistent support offered to them by the Interim Manager.

There are robust recruitment practices in place and new recruits are supported during the first few months of employment by an in-depth induction programme. This is supported by a range of corporate and specialist training courses which support people in their developing roles. Training for all staff is reviewed and updated at regular intervals and incorporates competency assessments where required.

Safe working practices were reviewed through a range of information sources and observation of practice within the home. There was evidence of robust risk assessment processes, schedules to ensure health and safety is reviewed and maintained, incident reporting and audits for specific areas of practice. However, it was noted that there were some areas relating to fire drills, maintenance schedules and policies and procedures which required attention and development. These are areas for improvement

IMPROVEMENT PLAN

There were three 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 4.2</p> <p>To be completed by: with immediate effect</p>	<p>All staff must be provided with fire safety drills that meet the requirements set by the Fire and Rescue Service.</p> <p>Response by registered provider:</p> <p>Health & Safety training and compliance officer delivered Fire Safety drill training the 12th August. 10 staff attended and after training, a designated staff member has been identified as the homes fire warden to ensure all staff are offered this training and assure compliance.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 4.6</p> <p>To be completed by: with immediate effect</p>	<p>Maintenance schedules and logs must be available at all times within the home in order that the Registered Manager / person in charge receives the relevant information to fulfil their health and safety responsibilities.</p> <p>Response by registered provider:</p> <p>Maintenance schedules and logs are available at all times within the home. New maintenance portal created on HCS intranet with the purpose of viewing maintenance schedules, logs, raise jobs and export reports. Registered Manager and staff within the home have access to the portal to fulfil health and safety responsibilities.</p>
<p>Area for Improvement 3</p> <p>Ref: Standard 1.6</p> <p>To be completed by: 2 months from the date of inspection (3 August 2022).</p>	<p>All policies and procedures utilised by the home must be in date and updated within the stated review dates.</p> <p>Response by registered provider:</p> <p>Requirement escalated to Associate Director of People / Chair of the Policy and Procedures Ratifying Group (PPRG) within Health and Community Services identifying some GOJ policies are out of date highlighting need for some to be updated.</p> <p>Care Home/ Social Care specific policies to be updated and ratified within the Adult Social Care care group and sent to PPRG for information.</p>

	Quality and Safety Manager (Policy and Quality Improvement) job being advertised with responsibility for leading and promoting policy framework across Health and Community Services. This post will monitor and review policies and clinical guidelines and support policy development across all areas of HSS.
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The full report can be accessed from [here](#).