



**Jersey Care
Commission**

Summary REPORT

Eden House

**Care Home Service
(Short Breaks Centre)**

**Le Cloches
St Clements
JE2 6NQ**

**29 September 2022 and
12 October 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 findings of this inspection were positive, with no areas for improvement found. There was evidence that care receivers were being provided with a service that is safe, takes their wishes and preferences into account and adopts communication models to suit the individual needs of the care receivers.

In regard to working in this home, the feedback from staff was very positive. They enjoyed their work supporting care receivers, felt supported by their manager in a very well run home.

The feedback from relatives of care receivers approached was positive, with many comments expressing genuine contentment and pleasure in regard to the care delivered to their loved ones.

There are always two staff on duty, which is in line with this home's Statement of Purpose. The Regulation Officer noted a strong staff team ethos of openness and learning in this home, which was led by a respected Registered Manager.

Upon reviewing recruitment records, some the staff in this home had been in the service for many years. This is balanced with three new staff joining the team earlier this year.

Staff induction processes in this home are robust. There is an induction booklet in place. Several were viewed by the Regulation Officer and were found to be appropriately signed off by the staff member and the Registered Manager when the task had been completed. New staff have a period where they are supernumerary to the two staff on duty.

The Registered Manager shared that, on one occasion, where a new staff member had limited care experience, they were able to apply this measure for four weeks in order to ensure that they were competent and gained knowledge and expertise from more experienced colleagues. This was confirmed by the staff member concerned and is a good area of practice.

The Registered Manager reported that they could provide specialist short break care for up to 21 care receivers per week, however they currently provide care for 12 individuals. The home operates careful matching considerations to make the care experience the best as it can be, whilst considering the individual needs of care receivers. This is an area of good practice.

The Regulation Officer viewed the personal files of care receivers. The files were immaculately presented and contained all the necessary documents. There was evidence that important documents had been reviewed and that relatives had been consulted in relation to support plans and other care documentation and where necessary parents had signed the document.

The support plans for each care receiver were person centred, to a high standard and co-produced with care receivers, their families, the care receiver's social worker and other specialist professionals. This is an area of good practice.

All care receivers who access this service communicate in a variety of ways. There was visible evidence of the individual communication needs being met around this home, where communication boards/tools would be changed dependent on which care receiver was staying that night. This is an area of good practice.

The environment of the home was found to be clean and homely. Furniture is minimal due the needs of the care receivers. All care receivers are given the opportunity to bring personal items to this home, including their own bedding and toys.

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](#).