



**Jersey Care
Commission**

Summary Report

In Patients Unit (IPU) Care Home

Care Home Service

**Jersey Hospice Care
Mont Cochon
St Helier
JE2 3JB**

27 July, 4 and 9 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.

There were relevant policies and procedures in place to safeguard care receivers and staff. The policies had clear publication dates, review dates and were relevant to Jersey law and local agencies/services.

A review of three staff personnel files and the Safer Recruitment Policy (2022) confirmed that safe recruitment practices were in evidence.

The Fire Safety Policy and Evacuation Procedures (2021) describes in full the actions staff are expected to take on discovering a fire and/or hearing the alarm. Training and fire drills are also discussed, and the frequency of fire drills was found to be below what is required by the States of Jersey Fire and Rescue Service. This is an area for improvement with immediate effect and is highlighted further under the heading of 'safety'.

Medication administration, competency and storage was based on best practice and was in line with the Standards.

From discussions with staff members and a review of a sample of care plans there was evidence of holistic care provided to care receivers and their families. The nursing handover also clearly evidenced the complex palliative and nursing care needs of the care receivers within the IPU at the time of the inspection. There was evidence of collaborative working both within the service and with other professionals / agencies. It was apparent that the service benefits from a highly skilled and professional staff team.

Staff described the core training that they receive and discussed the specialist palliative care training that is available to them both internally and from external

organisations. The Regulation Officer spent time with two members of the Education Team and the Deputy Director of Palliative Care Services during the inspection.

The mandatory and statutory training requirements were discussed with the Acting Head of the Education Department. The training requirements were being met for staff in line with the Standards except for the provision of First Aid training for healthcare assistants (HCA). It was agreed in discussion, that this requirement will be introduced for all HCAs and is therefore an area for improvement.

There was also evidence of a clear induction process for staff and of regular staff supervision and appraisal.

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>Area for Improvement 1</p> <p>Ref: Standard 12.3</p> <p>To be completed by: with immediate effect.</p>	<p>The Registered Provider must ensure that regular fire drills are carried out with all staff in accordance with the statutory regulations and requirements set by the States of Jersey Fire and Rescue Service.</p>
	<p>Response by registered provider:</p> <p>A full evacuation exercise and an out of hours (OOH) fire drill have been completed during Q3 2022. Going forward, OOH drills will be undertaken quarterly.</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 6, 6.3, Appendix 7.</p> <p>To be completed by: six months from the date of inspection (9 February 2023).</p>	<p>The Registered Provider must ensure that care/support workers will be trained in first aid as a requirement of the services' statutory and mandatory training and participate in regular updates as specified by best practice and statutory requirements.</p>
	<p>Response by registered provider:</p> <p>First Aid training / updates will be included in the 2023 Training Plan for HCAs and completed by end of January 2023.</p>

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