



**Jersey Care
Commission**

Summary Report

La Haule

Care Home Service

**La Route De L'Isle
St Brelade
JE3 8BF**

2 and 5 September 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 from this inspection found that the staff in the home were working to ensure that care receivers were provided with quality care and support and the aims and objectives of the home were met. Feedback from the majority of family members was complimentary of the competencies of the staff team and the care provided to their relatives.

Safe recruitment practices are in place for newly employed staff, and they are appropriately inducted and supervised in their role. Staff said that they feel well supported by the management team and their colleagues and highlighted that there are opportunities for ongoing learning and development.

The staffing levels meet the minimum Standards, although recruitment of new staff continues to prove challenging, and some job roles had been adjusted temporarily to allow fundamental aspects of care to be provided. Some family members had commented that the provision of social activities had been lacking of late. The home recognised this and have deliberately kept the home under occupancy until a full complement of staff is available.

Care receivers looked well-presented in respect of their physical appearance and family members felt that the standards of personal care and dignity provided to their relatives was good. Care records, medication administration records, incident records and clinical discussion records found that care staff were very clear about their responsibilities to protect care receivers, report changing needs and escalate concerns.

Staff embed the right to make choices and personalise support into their day-to-day practice and uphold the ethos of the home. There are no areas of improvement resulting from this inspection.

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](#).