



**Jersey Care  
Commission**

## **Summary Report**

**12 Clos de Ville**

**Care Home Service**

**Clarke Avenue,  
St Helier,  
Jersey  
JE2 3WJ**

**12 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 of this inspection were positive. The Registered Manager and staff team engaged fully in the inspection process and ensured that all requests for information and records were fully met. In addition, care receivers' family members and professionals were happy to provide feedback on the home.

Some relatives provided constructive feedback regarding their experiences of communication with the home and the wider Les Amis organisation and how they could be improved. All comments were relayed to the Registered Manager for further consideration and action. This is an area for improvement.

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.

There needs to be a structured and consistent training plan in place for staff, to support and promote the communication needs of individual care receivers. This is an area for improvement.

There were several examples of safe systems of working practices within the home which included medication administration, maintenance / repairs, infection control procedures and promotion of independence for care receivers.

Care receivers were observed to have well established routines, with opportunities to participate in work and leisure opportunities which met their needs, wishes and preferences. They are supported by a team of staff who have a good understanding

of individual needs and who demonstrated positive and respectful interactions with care receivers within their own home.

## 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><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 6.3</p> <p><b>To be completed by:</b> Training schedule to be submitted within three months from the date of inspection (12 December 2022).</p>	<p>The Registered Provider must ensure that care staff are provided with appropriate training to meet the communication needs of all individuals living in the home. This includes communication training in Makaton.</p> <hr/> <p><b>Response by registered provider:</b></p> <p>Makaton Train the Trainer qualification has been sourced by Les Amis and staff members allocated to complete the award. When they gain their qualification staff within this team will be put forward for the internal Makaton training..</p> <p>Makaton will be included in one Residents Activity book, white board to aid communication as this is most appropriate for them.</p> <p>In addition to this Makaton sessions will be introduced to team meetings for future development of the staff team communication skills along side the other communication methods used within the setting.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Regulations 5 (2) and 8 (1) (a)</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>The Provider and Registered Manager must ensure that there are systems in place to facilitate effective communication with relatives and to ensure that they are actively involved in care planning where they wish to be.</p> <hr/> <p><b>Response by registered provider:</b></p> <p>A review of the current system to ensure regular communication takes place with family members has taken place resulting in 2 relatives have recently been involved with social care package reviews.</p> <p>The Registered manager/ Team Leader will ensure that communication takes place with families around any medical appointments and or reviews (with consent from service user) to enable them to be actively engaged in the process if they so wish.</p>

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