



**Jersey Care
Commission**

Summary Report

Evans House

Care Home Service

**6-7 Springfield Crescent
Trinity Road
St Saviour
JE2 7NS**

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 inspection in November 2021 found that notifications to the Commission were not made appropriately. The Regulation Officer found at least one occasion when a notification should have been made since the last report. The service does not have a range of policies which support staff to be clear of actions to follow, in order to protect both themselves and service users. A policy should also be in place as a reference to staff of when to make notifications. This is an area for improvement.

There is a stable and consistent staff team which is a positive feature of this service. There have been no new recruits since the last inspection.

Most service users self-administer medications with the use of a locked safe in their room. However, where necessary staff have received appropriate training in the management of medications for service users. This was confirmed by an inspection by the Lead Pharmacist earlier this year.

There is a robust fire procedure and tests carried out weekly.

The Chef provides three meals a day, being mindful of preferences and health needs of service users. The Chef has appropriate training on allergies and intolerances.

The use of a tool which is person-centred and works towards independent living is an area of good practice at this home. Care plans are reviewed regularly. Service users and allied professionals were positive about the support provided at this home. Where possible, the communication needs of service users are also met.

There is a positive induction policy for new employees which includes a period of shadowing, including at allied homes, before lone working. This was evidence of good practice.

The Registered Manager was unable to provide evidence that staff undertake all statutory and mandatory training as required by the Standards for Care Homes. This is an area for improvement.

It was positive to note that all staff are either studying for, or have completed, a Level 3 qualification designed specifically for staff working in a supported accommodation environment. Additionally, the Registered Manager has a Level 5 leadership qualification, and there is a plan for the Assistant Manager to study for this qualification.

Staff feel well supported by management. During the period of the pandemic, supervision has become more informal and held on an ad hoc basis. The Registered Manager confirmed that supervision was now being held on a quarterly basis.

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.

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| <p>Area for Improvement 1</p> <p>Ref: Standards 4 and 12</p> <p>To be completed by: 30 March 2023</p> | <p>There will be a range of policies to support and ensure safety for both service users and staff. This should include a policy for notifications. There should be a review of all policies outlined at Appendix 2 of the Standards for Care Homes.</p> |
| | <p>Response by registered provider:</p> <p>Since the Inspection Review (12th October 2022), we have undertaken an audit of our existing policies and procedures, and where necessary, updates have been applied. The documents are available to the Jersey Care Commission for review and/or further discussion.</p> |
| <p>Area for Improvement 2</p> <p>Ref: Standard 6</p> <p>To be completed by: 30 March 2023</p> | <p>All staff should be provided with statutory training included at Appendix 7 of the Standards for Care Homes</p> |
| | <p>Response by registered provider:</p> <p>With respect to diversity training, the Trust has, in partnership with a local training provider, commenced this training. All staff will have completed the training by year-end (2022). As mentioned during the Inspection discussions, training remains a priority for the Trust, with both updates and new training being rolled-out regularly.</p> |

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