



**Jersey Care
Commission**

Summary Report

L'Hermitage Care Home

Care Home Service

**La Route de Beaumont
St Peter
JE3 7HH**

17 and 23 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.

The Regulation Officer undertook a tour of the premises as part of the inspection; the home was clean and free from clutter, but the home and furnishings were observed to be in need of general refurbishment. Refurbishment of the home was mentioned at the last inspection in November 2021 and there was an assurance that this would be undertaken in 2022. Therefore, this will be an area for improvement and is highlighted further under the heading of 'safety'.

This inspection also included a review of the home's fire procedures and checks; this is discussed further under the heading of 'safety'. The date of the last recorded fire drill for staff was in November 2021. This does not meet the requirements of every six months for day staff and every three months for night staff and this is an area for improvement.

Care plans are currently in hard copy and stored in folders. The home is currently in the process of transferring across to an electronic care plan system called Patient Care System (PCS). A random sample of four care plans were reviewed as part of the inspection process, the plans were slightly difficult to navigate due to the sheer volume of information but contained all relevant information.

Feedback from care receivers was generally positive concerning both the home itself and the care that they received. However, there was feedback from multiple sources concerning staffing shortages within the home and that these shortages were at times affecting care delivery. This is an area for improvement and is discussed further under the heading of 'care and support'.

There was evidence of safe recruitment practices in place and ongoing access to training, supervision and appraisal. There was also a clear induction process for both agency and permanent staff.

IMPROVEMENT PLAN

There were three 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> <hr/> <p>Response by registered provider:</p> <p>Fire drills are now conducted in line with both statutory regulation and with advice from JFRS.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 7.1</p> <p>To be completed by: within six months of inspection date.</p>	<p>The Registered Provider must ensure that the accommodation is well maintained and decorated. Specific attention needs to be given to the areas set out below:</p> <ul style="list-style-type: none"> • Schedule of works for painting and decorating, replacement of carpets and repair or replacement of the window and patio doors. <hr/> <p>Response by registered provider:</p> <p>The patio door is now repaired. There is an ongoing programme of painting, decorating and the replacement of soft furnishings.</p>
<p>Area for Improvement 3</p> <p>Ref: Standard 3.9, Appendix 5 (Care Home Standards)</p> <p>To be completed by: with immediate effect.</p>	<p>The Registered Provider must ensure that the home is staffed at all times in accordance with minimum staffing levels detailed in the Standards and Statement of Purpose. The Commission should be notified of any ongoing staffing shortages/ concerns.</p> <hr/> <p>Response by registered provider:</p> <p>The Commission will be aware of the staffing pressures upon all care providers. The home currently has 456 vacant care hours. Pay rates have been increased in 2022 and will be reviewed again.</p>

	<p>We are seeking a meeting with the Jersey government to discuss greater flexibility to bring new workers to the island.</p> <p>Care assistant agency is used, where available, but there is not always sufficient capacity to fill all rota shortfalls.</p> <p>It is the company's view that safe care is delivered at all times. The home will only admit new residents if it is safe to do so.</p> <p>The home will advise the commission of shifts where minimum staffing levels cannot be achieved.</p>
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The full report can be accessed from [here](#).