



**Jersey Care
Commission**

SUMMARY REPORT

STRATHMORE

**Care Home Service
(Supported Accommodation)**

**Strathmore
80 Marks Road
St Saviour
JE2**

16 and 18 November 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 evidenced a homely environment where the needs of residents were prioritised, alongside a dedicated well trained staff team and experienced Registered Manager.

Residents living in this home are provided with support and advocacy to promote their independence by engaging them in a process of change in order to have skills and confidence to live independently.

Since the last inspection the staff team has remained stable, with only one new staff member joining the team, although the service is currently operating with two full-time vacancies. The service does have access to zero hours staff and some permanent staff undertake some overtime to ensure quality care continues to be delivered.

This service has good induction arrangements in place for new staff. The only new staff member to join the team since the last inspection on 7 December 2021 confirmed that they had a good quality induction package in line with the service's procedure.

This service has excellent governance arrangements in place, reflected in the structures and processes that are designed to ensure accountability, transparency, stability, equity and inclusiveness, empowerment, and participation.

The referral and induction process for potential residents was evidenced to be thorough, which included residents completing their own self-assessment, alongside the service identifying any risks to safeguard the resident, other residents, and staff.

There was clear evidence of advocacy and engagement with residents from their allocated keyworkers and other staff. Keywork sessions take place on a regular basis, with the 'Outcomes Star' model being used to good effect to promote residents' journey to independent living, work, training, or further education.

Residents spoken to as part of this inspection provided positive feedback about the care, support, and advocacy they receive from staff in this home. Equally, staff spoken to, gave positive feedback about working in this home, with high job satisfaction being reported.

Staff receive formal and informal supervision on a regular basis. Feedback from staff was that the Registered Manager and his deputy manager were accessible, approachable supportive and would deal with issues and situations quickly and effectively.

No complaints have been made by residents since the last inspection. A suggestions box is in place, with the Regulation Officer evidencing this as being used by residents and actioned by the service. Anecdotal discussions with residents and staff are that issues and situations are resolved swiftly and satisfactorily.

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](#).