



**Jersey Care  
Commission**

## **Summary REPORT**

**01 Children's Home**

**Care Home Service**

**27 September and  
14 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.

Following the last inspection in December 2021, there were two areas of improvement. The service has made improvements in both of these areas; however, this inspection has highlighted three areas for improvement, these are detailed below:

The core staff team has remained largely consistent since the last inspection in December 2021; however, two staff have transferred to other homes, with two experienced staff members joining the team recently. Unfortunately, two staff were not available due to long-term sickness and there was one vacancy, leaving twelve staff available to provide care in accordance with the homes Statement of Purpose. This has placed additional pressures on staff to cover shifts on the rota and has resulted in some staff working extra hours, over and above the maximum 48 hours stipulated in the Standards, which is not sustainable in the long term. This is an area for improvement.

There is currently no registered manager in this home, with the last manager leaving at the end of August 2022. This was the second registered manager since the last inspection in December 2021, which raises concern about stability and consistency for staff and care receivers. Feedback from staff recognised the negative impact of not having a permanent manager.

The home is currently being led by a temporary manager, with support from two other Registered Managers (who have responsibility for other homes) and the Service Manager. This is an area for improvement.

The supervision of staff has been compromised due to having no registered manager in place and staffing pressures over the summer. Staff have not received supervision in line with the Children's Homes Standards and also do not meet this Service's own supervision policy in terms of frequency. This is an area for improvement.

One care receiver is currently living elsewhere. However, their substantive placement remains in this home. Care planning in respect of this care receiver had been compromised due to staff not being available to ensure this care receiver's transition plan back to his home. This care receiver needed to re-establish and strengthen their relationships with staff; however, this did not happen until recently. The Regulation Officer is assured that this issue has now been rectified, however the Registered Provider is advised to review transition planning to avoid such situations for other care receivers in the future.

There is extensive mould in the house bathroom accessed by care receivers and the fixtures are very dated. The service lead has advised that a plan is in place, they are instructing a contractor and will advise the Commission once a date is known for the start and completion of these works.

Overall, this inspection was positive, with care receivers receiving good quality care by a staff team, that had been consistent since the last inspection, albeit impacted by a shortage of available staff. The temporary manager spoken to as part of this inspection commented this home felt like a family, who looked out for each other, and they were able to give positive examples of nurture and fondness between staff and care receivers. Staff spoken with as part of this inspection spoke of a close committed staff team who look after each other.

## 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><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Regulation 17, Standard 7</p> <p><b>To be completed by:</b> 31 January 2023</p>	<p>To appoint a staffing structure as per this home's Statement of Purpose that enables the Registered Manager to achieve a staffing rota of two members of staff on duty at all times and to advise the Commission of the plan in relation to staffing to ensure that this structure is maintained.</p> <p>Staff must not regularly work over 48 hours a week.</p>
	<p><b>Response by Registered Provider:</b></p> <p>Recruitment is ongoing currently and the home are actively recruiting to operate a ratio of 2 staff to 3 children during the day with management support.</p> <p>The staff team has an additional 3.5 staff permanent posts allocated. There are also 2 new zero hour bank staff.</p> <p>The home will endeavour to ensure that staff work within the hours as advised in the guidance that are set out in the standards.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Regulation 3, standard 7</p> <p><b>To be completed by:</b> 31 December 2022</p>	<p>For the Registered Provider to appoint a dedicated Registered Manager to this home.</p>
	<p><b>Response by Registered Provider:</b></p> <p>The Registered Provider secured a registered manager who commenced duties on the 30th October 2022.</p>

<p><b>Area for Improvement 3</b></p> <p><b>Ref:</b> Regulation 17, Standard 7</p>	<p>The formal supervision of staff needs to be undertaken on a regular basis to ensure that their needs are met, care receivers' needs are discussed, and their continued professional development is considered.</p>
<p><b>To be completed by:</b> Immediate action required</p>	<p><b>Response by Registered Provider:</b></p> <p>Supervision will be completed as per regulation/standard and within the current operating policy, all supervision will be recorded on a matrix to evidence that supervision is taking place.</p> <p>As part of supervision, professional development/gaps in learning will be discussed with the supervisee and recorded at each supervision and a clear plan to ensure that each member has the opportunity to develop professionally.</p> <p>A clear training matrix will evidence staff development to ensure that each member charged with caring for children and young people are equipped, skilled, qualified and competent to work directly with children and young people.</p>

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