



**Jersey Care
Commission**

Summary Report

Highlands Care Home

Care Home Service

**La Rue de Froid Vent
St Saviour
JE2 7LJ**

7 December 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 met.

Time was spent during the inspection visit talking with care receivers and staff, and observing interactions and activities as care receivers went about their day. There is a very relaxed and calm atmosphere throughout with care receivers expressing that they regard Highlands as their home. The layout of the home allows people to spend time together, while having the option to spend time in their own apartments if they wish.

Relatives and professionals were happy to contribute to the feedback process which was generally positive. However, some expressed concern regarding staffing shortages and the impact that had upon communication and the ability to provide more individualised programmes of support.

There was a range of quality assurance measures in place to maintain and improve the safety and quality of care provided. This was supplemented by regular monitoring visits by the Regional Manager.

A review of recruitment procedures highlighted some inconsistencies in adhering to safe recruitment practices. This is an area for improvement.

A comprehensive training programme is in place which has a clearly identified mandatory training for all staff. This is supplemented by the availability of additional training opportunities.

The home has experienced some difficulties with recruitment and retention of staff. As a result, there is a largely new team who are still in the process of understanding their roles and getting to know care receivers. However, all staff spoken with presented with positive and enthusiastic attitudes towards their work and the care receivers they supported.

IMPROVEMENT PLAN

There was one area 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 3</p> <p>To be completed by: 1 month from the date of inspection (8 January 2023).</p>	<p>The Registered Manager must ensure that all recruitment files contain all the necessary information relating to safe recruitment checks, as set out in appendix 4 of the Care Home Standards.</p> <p>Response by registered provider:</p> <p>We have implemented an improvement plan, which is as follow:</p> <ol style="list-style-type: none">1. All HR files were reviewed and inconsistencies found were addressed. Expired DBS requested and now in place, not printed references are now printed and in files.2. HR files that we have inherited from previous company with missing paperwork, risk was assessed and documented and in folders with relevant documentation.3. New employee HR files are now inspected for accuracy, orientation in front of all folders signed and dated when completed.
--	--

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