



**Jersey Care  
Commission**

## **Summary Report**

**Clifton Care Home**

**Care Home Service**

**Bagatelle Lane  
St Saviour  
JE2 7TD**

**3 and 8 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 fully met.

During the first inspection visit, the Regulation Officer had the opportunity to spend time with care receivers and relatives. All spoke of their confidence in the home, complimenting the staff and their warm and friendly approach. The Registered Manager was described as always being available to care receivers and their families and has a positive presence within the home.

Staff spoke positively about their work and were committed to providing a caring and friendly environment. There is a seamless working relationship between registered nurses and carers, with all understanding and respecting each other's roles and responsibilities. This is complimented by the role of the Care Services Lead who supports the staff team to improve and maintain care standards in the home.

There is a comprehensive, paper based care planning system in place which clearly identifies health, medical and social / personal needs. They are both informative and reflective of the wishes and preferences of individuals.

In order to meet the requirements of the discretionary conditions of registration, the home is scheduled to undertake a programme of refurbishment which is anticipated to commence in late 2023. It was noted by the Regulation Officer that there were several areas of maintenance and repair outstanding. Prompt action is required to ensure that the building maintains the requirements of the Care Home Standards until such time as the refurbishment commences.

The Regulation Officer noted that bathing equipment within the home was broken or in need of upgrade. This was impacting upon care receivers' access to bathing facilities and requires immediate action.

There were several examples of robust safe systems of working practices within the home. This includes medication practices, accident and incident reporting, risk management and recruitment practices.

Training for staff was found to be up to date with all mandatory requirements being met. Specialist training is provided depending upon care receivers' needs. A framework is in place for the delivery of regular, recorded supervision to staff, however this has not been delivered consistently throughout 2022.

Maintenance schedules were found to be in place within the home. Regular checks were in place for firefighting equipment but a deficit in the frequency of fire alarm testing was noted.

There are five areas for improvement made as a result of this inspection.

## IMPROVEMENT PLAN

There were five 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> Standard 4</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>The Registered Manager must ensure that fire alarm testing is carried out on a weekly basis as set out in the fire service logbook.</p> <p><b>Response by registered provider:</b></p> <p>There is a designated person appointed to conduct Weekly Fire Alarm Tests which are being documented in the Fire Precautions Logbook. In addition, the Care Home is up-to-date with all Fire Safety Regulations.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 3.14</p> <p><b>To be completed by:</b> 2 months from the date of inspection (8 February 2023).</p>	<p>The Registered Manager must ensure that all care / support staff are given regular opportunities to discuss their role and identify any issues through formal supervision. Supervision sessions must be carried out a minimum of four times per year with records retained.</p> <p><b>Response by registered provider:</b></p> <p>All staff with various job roles have signed Supervision Agreements and there is a new system in place to conduct Formal Supervision Sessions which are designed to tie in with their Annual Appraisals.</p>
<p><b>Area for Improvement 3</b></p> <p><b>Ref:</b> Regulation 18, Standard 7.1</p> <p><b>To be completed by:</b> 3 months from the date of inspection (8 March 2023).</p>	<p>The Provider must ensure that all aspects of the internal and external building are kept in a good state of repair, decoration and maintenance. This must meet the standards required for a regulated activity.</p> <p><b>Response by registered provider:</b></p> <p>Seepage to the stairwell area has now been resolved and the area painted. There is now a regular programme in place to ensure that the general state of the building meet the standards, however, due to the age of the building this aspect has its challenges but Clifton continues to provide their residents and families with a warm, homely atmosphere. The Home is avidly awaiting its refurbishment.</p>

<p><b>Area for Improvement 4</b></p> <p><b>Ref:</b> Regulation 18, Standard 7.1</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>Immediate repair or replacement of the baths on the ground and first floor must be undertaken.</p>
	<p><b>Response by registered provider:</b></p> <p>Bathing Facilities including the Bath located on ground floor are now fully functional. The Bath located on the first floor will be functional by 11-03-2023.</p>
<p><b>Area for Improvement 5</b></p> <p><b>Ref:</b> Regulation 12, Standard 6.6</p> <p><b>To be completed by:</b> 3 months from the date of inspection (8 March 2023).</p>	<p>The Registered Provider must make arrangements to replace the existing shower chair equipment.</p>
	<p><b>Response by registered provider:</b></p> <p>The Home has ordered new shower chairs and awaiting deliveries. Nevertheless, the current chairs in use have been serviced and have comfortable soft back rests.</p>

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