



**Jersey Care  
Commission**

## **Summary Report**

**Ronceray**

**Care Home Service**

**Rue du Huquet**

**St Martin**

**JE3 6HE**

**10 and 15 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.

Care receivers' family members and professionals were happy to provide feedback on the home. Relatives spoke extremely positively of the home and the quality of care their family members receive. All commented on the warm, friendly, and relaxed atmosphere and the support they receive from staff in maintaining positive relationships with their loved ones.

The staff team demonstrated professionalism and compassion in their interactions with care receivers and in their attitudes towards their roles, always promoting a person-centred approach to care delivery.

There were positive examples of robust safe systems of work within the home. However, some work is required to improve infection control practices, fire drills for staff and the reporting of incidents to the Commission.

There is an induction programme in place for all newly recruited staff. However, there was no evidence to confirm that staff have access to a consistent programme of supervision and appraisal which meets the requirements of the Care Home Standards.

A review of care planning was undertaken with evidence of appropriate assessments and risk management plans being in place to determine the levels of support required for individuals. Plans also took account of the individual wishes and preferences of care receivers.

Training provided to staff was found to be in line with the service's Statement of Purpose and generally consistent with the requirements set out within the Care Home Standards. While there are basic training opportunities for staff in dementia care, it was noted that the team may benefit from more advanced dementia training for all as part of an ongoing learning process. It was also noted that staff have opportunities to identify training needs which are then taken forward by the Registered Manager.

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

## IMPROVEMENT PLAN

There were four 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 3.14</p> <p><b>To be completed by:</b> 3 months from the date of inspection (15 March 2023).</p>	<p>A schedule for the provision of regular supervisions and appraisals for staff must be in place which meets the requirements of the Care Home Standards.</p> <p><b>Response by registered provider:</b></p> <p>New spread sheet formulated and supervisions /appraisals undertaken in order to meet care standards</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 4.2</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>To ensure that regular fire evacuation drills are undertaken as stipulated within the home's fire logbook.</p> <p><b>Response by registered provider:</b></p> <p>All staff have undergone training to ensure compliant</p>
<p><b>Area for Improvement 3</b></p> <p><b>Ref:</b> Standard 4.3</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>To put in place suitable measures to ensure that notifications of significant events are reported to the Commission in a timely manner and an accordance with the Regulations and Standards.</p> <p><b>Response by registered provider:</b></p> <p>All SROL s have been forwarded to inspectorate and all information up to date</p>
<p><b>Area for Improvement 4</b></p> <p><b>Ref:</b> Standard</p> <p><b>To be completed by:</b> 3 months from the date of inspection (15 March 2023).</p>	<p>The Registered Manager must ensure that there is a review of infection control practices within the home. This should include a request for an infection control audit, analysis of staff training requirements and planning for any interventions required during the planned refurbishment.</p> <p><b>Response by registered provider:</b></p> <p>Infection control audits undertaken and community infection control nurse to undertake audit on 7<sup>th</sup> March 2023</p>

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