



**Jersey Care
Commission**

Summary Report

Venetia House

Care Home Service

**Roseville Street
St Helier
JE2 4PL**

8 and 9 March 2023

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.

As described in the Statement of Purpose, the service's aims and objectives make clear that clients are fully involved in identifying and developing their personal goals and desired outcomes to facilitate their return to mainstream living. The findings from this inspection show that the service is operating within the Statement of Purpose, and client participation, support, empowerment, and growth are key strengths.

The home supports clients with a range of needs and has strong links with external services and specialist services relating to specific issues of some of the clients using the service. Clients spoke of how the staff team had improved their well-being, health, confidence, and ability to cope in their day-to-day lives. A worker from an external service who regularly works with the service mirrored these views also.

Clients, staff, and the external worker all spoke of the effective and robust leadership arrangements in the home which was also apparent to the Regulation Officer during the inspection. Clients described that they had built effective relationships with the staff team, and they spoke of feeling cared for, safe and respected.

The Regulation Officer found staff to be caring and responsive to the clients' needs and were knowledgeable, skilled, and confident within their role. They said that the training opportunities were good and focussed on the needs of people using the service and they said there were opportunities for them to discuss their daily practice also.

The overall findings from this inspection found that the service was delivering a good service resulting in positive outcomes for clients, and there are no areas for improvement made as a result of this visit.

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](#).