



**Jersey Care  
Commission**

## **SUMMARY REPORT**

**Beaumont Villa**

**Care Home Service**

**Rue de Craslin  
St Peter  
Jersey  
JE3 7HQ**

**23 February & 3 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.

Overall, the findings of the inspection were positive. The Registered Manager, Deputy Manager, and the staff team engaged fully in the inspection process.

Feedback from staff members and the relatives of care receivers was predominantly positive about the home. Comments will be evidenced throughout the report.

Feedback was sought from professionals working in partnership with the home, this feedback was mixed, and suggestions for improvements were made.

It was noted at the previous inspection that the home's general decoration and appearance needed refurbishment; this would include improvements to signage. This is an area of improvement.

No redecorating work has been undertaken to date. This will continue to be an area of improvement.

On the first day of the inspection, the Registered Manager informed the Regulation Officers of two internal maintenance problems. One fire door was not operating correctly, had been wedged closed and the lift had broken down.

The Regulation Officers were reassured that the lift being out of operation did not compromise care receivers' access to all communal areas of the home. Other routes of access were being utilised to allow movement throughout the building however, this did present an inconvenience to the residents and staff.

The Regulation Officers recognised that the two internal maintenance problems had not been notified to the Commission, and in addition, several applications for Significant Restriction of Liberty orders (SRoL), had also not been notified. The notification process to the Commission has been made an area of improvement.

There is 85% compliance with mandatory training across the home staff team. There is management oversight of the training requirements and protected time is given to staff to achieve this.

It was observed that the staff training matrix was mixed with the staff from L'Hermitage, the sister home of Beaumont Villa. This made management oversight of the training more problematic and confused the overall percentage of compliance. This was noted by the Registered Manager, and they have agreed to separate the matrix going forward, this will not be made an area of improvement.

The home uses both online and face-to-face training. There are members of staff who are able to facilitate specialist training, a good example of this is the Dementia specific 'Living in my world' training. This is City and Guilds accredited and is mandatory for all staff. There are three tiers to the training: bronze, silver, and gold; staff members are all at different levels of the training.

Pre-admission assessments are undertaken by the Deputy Manager, who is supported by other staff members in this process. Assessments take place with the care receiver, who is involved as much as possible. Those close to the care receiver such as friends and relatives are consulted as appropriate. Case notes are reviewed, and a full medical history is sourced from the person's GP.

There is a new electronic care planning system in place. The care plans are updated regularly and identify health, social and personal needs. The care receivers' stage of dementia is clarified on the plan, and their personal likes and dislikes are recorded. This supports new members of staff in understanding the care receiver's individual needs.

Staff are provided with medication training to meet the requirements of safe medication administration and storage. The training is sourced from the General Hospital or Boots online. The Deputy Manager undertakes competency assessments, and this is supported by other senior staff members.

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.

It was acknowledged that regular staff supervision had not been a priority during the height of the pandemic. This is now resolving, and the Deputy Manager is recommencing quarterly supervision for staff members.

There are appropriate policies and procedures in place for the home which support safe care and best practice. However, it was noted by the Regulation Officers that the policies are generic, provided by 'Caring Homes', the previous owners of Beaumont Villa. This is a UK-based company, and it was evident that some of the policies relate to UK practice and law, which is not relevant to practice in Jersey. It is important that the policies and guidance are relevant to Jersey practice. The Regulation Officers recommended that the home ensures that their suite of policies contains information that is relevant to working in Jersey, this is an area of improvement.

The Registered Manager reported that staff recruitment continues to be challenging. This is reflected across the care sector. The duty rotas covering an eight-week period provided confirmation that the home is adequately staffed with staff-to-care receiver ratios meeting the required Standard. It was noted that at the time of the inspection, there were 20 residents.

Although the home has the capacity to accommodate 24 people, it was confirmed that a decision had been taken not to admit new residents. This is associated with pressures associated with the recruitment and retention of staff.

The home operates a complaints process. The home endeavours to resolve complaints and concerns promptly, to avoid escalation. There is a policy that supports the escalation of a problem if this is necessary.

The last three-monthly quality assurance reports were provided to the Regulation Officers. The reports were for both Beaumont Villas and the sister home L'Hermitage, it was not clear which home was being referred to throughout the report.

The reports needed more detail and feedback from staff and relatives needed to be evident in the report. It was also unclear who had completed the report; this was clarified by the Registered Manager who confirmed that the reports are completed by a member of the 'Aria' team, (the new provider of Beaumont Villa).

## 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](#).