



**Jersey Care
Commission**

Summary Report

L'Avenir

Care Home Service

**Les Amis Head Office
La Grande Route de St Martin
St Saviour
JE2 7GS**

8 and 14 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.

At the time of the inspection, the home was without a Team Lead, and the Registered Manager was on leave. A temporary manager from another home carried on by the same provider was providing oversight on the first inspection visit. The Registered Manager was due to return from leave the following day. On the second visit, the Registered Manager remained on leave, and the Behaviour and Practice Development Manager supported the staff team.

There had recently been two senior care workers leaving, which has resulted in a depleted team, meaning that some staff members required upskilling concerning the day-to-day running of the home. There was evidence from the inspection of the need for consistent support for the staff team and regular access to a Registered Manager. This is an area for improvement.

Feedback from care receivers, a health professional, and relatives was generally good concerning the care within the home. There was evidence of access to meaningful activities for all care receivers and promoting independence. The Regulation Officers observed positive interactions between staff and care receivers, providing care receivers with support when needed.

There was evidence of medication management in line with the Standards. However, an area of improvement is made in respect of medication competencies for agency staff. The Registered Manager needs to ensure themselves of initial training and competencies concerning agency staff. This should be done by viewing training/competency certificates and keeping these on file. Agency staff should also initially complete the services' competencies and then be reviewed regularly as per policy.

Staff training was blended and comprehensive, with staff being provided with regular mandatory and statutory training but also equipped with further specialist training in autism and epilepsy.

There were two other areas for improvement concerning safety. The fire alarm checks were not completed regularly, and the fire drill log needed to be corrected. The fire and safety procedures must meet the statutory regulations and requirements set by the States of Jersey Fire and Rescue Service. This is an area of improvement with immediate effect. In addition, several items in the first aid box were outdated, this is also an area for improvement.

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>Area for Improvement 1</p> <p>Ref: Regulation 5 (2)</p> <p>To be completed by: with immediate effect.</p>	<p>The managerial and leadership arrangements must be strengthened to lead the home in accordance with the Statement of Purpose.</p> <hr/> <p>Response of Registered Provider:</p> <p>In accordance with the SoP, structure has been put in, with Team Leader overseen by 1 RM and 2 Senior Managers. This is in place with an open review to this arrangement to ensure that the management structure is made more robust going forward.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 4.2</p> <p>To be completed by: with immediate effect.</p>	<p>The Provider must ensure that Fire and safety procedures meet statutory regulations and requirements set by the States of Jersey Fire and Rescue Service.</p> <hr/> <p>Response of Registered Provider:</p> <p>All fire checks are now complete and in line with and in accordance to the Fire Regulations.</p>
<p>Area for Improvement 3</p> <p>Ref: Standard 4.3</p> <p>To be completed by: with immediate effect.</p>	<p>The Provider must ensure that there will be access to first aid kits and that these are checked and restocked regularly, to ensure out of date items are removed.</p> <hr/> <p>Response of Registered Provider:</p> <p>All First Aid boxes have been reviewed and are now properly equipped.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 6.7</p> <p>To be completed by: within 3 months of date of inspection.</p>	<p>The Registered Manager must ensure that care/support workers (including agency staff) have completed the appropriate training and/or have a relevant professional qualification and have been assessed as competent to administer medicines prior to medication administration.</p>
	<p>Response of Registered Provider:</p> <p>12 agency staffs have had Les Amis Medication Competency training and this will be reviewed and updated accordingly.</p>

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