



**Jersey Care  
Commission**

## **Summary Report**

**La Mabonnerie**

**Care Home Service**

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

**25 April and 4 May 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 and since April 2023, a temporary manager has managed the home. It was evident from both inspection feedback and because of the recent managerial changes, that the need for consistent oversight and support of staff by management needs to be strengthened and is an area for improvement.

The Statement of Purpose needs to be updated concerning strategic priorities for the organisation and staffing arrangements. This is an area for improvement with immediate effect.

There was evidence of safe recruitment practices within the service and appropriate supervision and appraisal processes for staff. The core staff team was supplemented with agency staff, but there were processes to support the induction of agency staff within the home.

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.

Feedback from a care receiver, a health professional, and relatives concerning the care within the home was good. There was evidence of access to meaningful activities for all care receivers and of inclusive communication. The Regulation Officer observed positive interactions between staff and care receivers, and staff expressed job satisfaction in their roles.

There were two other areas for improvement concerning safety. The fire alarm checks were not all completed regularly, including fire drills. 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 needed to be updated. 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><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Regulation 5 (2)</p> <p><b>To be completed by:</b> 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><b>Response of Registered Provider:</b></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><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>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><b>Response of Registered Provider:</b></p> <p>All fire checks are now complete and in line with and in accordance to the Fire Regulations.</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>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><b>Response of Registered Provider:</b></p> <p>All First Aid boxes have been reviewed and are now properly equipped.</p>

<b>Area for Improvement 4</b> <b>Ref:</b> Standard 1.1	The Statement of Purpose will be regularly reviewed and updated.
<b>To be completed by:</b> within 3 months of the date of the inspection.	<b>Response of Registered Provider:</b> In line with improvement 1 the SoP has been reviewed and updated to reflect the current state of play.

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