



**Jersey Care  
Commission**

## **Summary Report**

**04 Children's Home**

**Care Home Service**

**Liberté House  
19-23 La Motte Street  
St Helier JE2 4SY**

**17 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.

The last inspection was carried out on 26 May and 14 June 2022 and identified two areas of improvement for this service. Although neither of these areas for improvement had been resolved fully, the Regulation Officer was satisfied that sufficient progress had been made in each respect and that they would be fully resolved as soon as this was practicable. In consequence, these two areas will no longer be considered as areas for improvement.

In respect of the multi-agency policy regarding children and young people who are absent or missing from care, the Regulation Officer gathered evidence from the care staff team that the policy is now working more satisfactorily, and safeguarding has improved. It was acknowledged that the multi-agency review of this area is yet to be published.

In respect of medications training for staff, the Registered Manager is seeking a solution to ensure that this happens. It is not possible for staff competency in this area to be 'signed off', until practice can be observed. It was acknowledged that this has not been achievable because there were no care receivers in the service who were prescribed medication.

The number of permanent care staff employed to work in the service was initially a matter of concern for the Regulation Officer, as there was less than half of the required headcount available to cover shifts. The Registered Manager provided an assurance that the permanent care staff team was ably supported by several bank care staff.

The Regulation Officer viewed rotas and spoke to care staff, who confirmed that shifts are always covered. The Registered Manager commented that recruitment continues to be a challenge in the care sector, however the service has ongoing recruitment processes in place to address this.

Transition planning for care receivers in this service is well planned, with evidence of successful moves for care receivers that were supported by care staff.

Safety plans and risk assessments for care receivers were found to be comprehensive and regular reviews had been undertaken.

The Young Person's Guide was reviewed, and it is recommended that this is revised and produced in an accessible format that engages the young people who access this service.

Care receivers' care records were comprehensive. They would give any reader an understanding of the care receiver's life journey, their resulting needs, and how care staff provide therapeutic and attuned care.

The Registered Manager had only been in post for just over two months at the time of this inspection. Several care staff had recently left and joined this service due to a restructuring in the broader children's home service.

The Registered Manager has undertaken a training needs analysis on the care staff team, identified gaps in the mandatory training element for some care staff, and has the plan to address these gaps. This is an area for improvement.

The Regulation Officer was assured that this service was well-led with a dedicated, passionate, and experienced care staff team.

## IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<b>Area for Improvement 1</b>	The Registered Provider will make sure that all care/support workers complete and remain current with statutory and mandatory training requirements.
<b>Ref:</b> Standard 3.11 & 3.12	
<b>To be completed by:</b> Three months from the inspection date (17 May 2023).	<b>Response of Registered Provider:</b> All staff have completed the statutory and mandatory training apart from the new staff who are working through this during their induction. The training matrix is up to date. The registered manager will keep the matrix up to date making sure that training remains current.

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