



**Jersey Care
Commission**

Summary Report

Rosevale

Care Home Service

Les Amis Head Office

La Grande Route de St Martin

St Saviour

JE2 7JA

27 April and 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.

Care receivers were fully involved with the inspection process. The second inspection visit focused on gaining their views and learning about their experiences of living at Rosevale.

The Registered Manager and staff team had a positive approach to the inspection process and responded positively to all requests for information. The Regulation Officer witnessed multiple positive interactions between staff and care receivers, demonstrating their professionalism, positive attitudes and understanding of individual needs.

The Registered Manager has responsibility for two homes; however, they maintain a solid managerial presence within the home. The Team Leader supports the Registered Manager in ensuring that daily / weekly tasks are undertaken by the staff team and coordinating activities for care receivers.

Care receivers were found to be leading their care and support based on their choices and preferences. This was reflected in the care plans and risk assessments that were in place. Staff recognised the abilities and strengths of each care receiver. Support was provided in a way which respected individual wishes whilst ensuring that all elements of need were met.

Multiple processes were observed which contribute to the safe delivery of support. This includes risk assessment and management processes, maintenance schedules, safe recruitment, and staff training. However, it was noted that there were some instances where policies and procedures had not been followed concerning medicine management and accident reporting.

Practices within the home were found to respect the individuality of care receivers and their right to choice and independence, as well as recognising that the home is a private residence for care receivers.

There are two areas of improvement identified as a result of this inspection.

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.

<p>Area for Improvement 1</p> <p>Ref: Standard 6.4 and 6.8</p> <p>To be completed by: 1 months from the date of inspection (27April &17 May 2023).</p>	<p>The Registered Manager must ensure that each care receiver who is prescribed 'as required' medication for periods of agitation has a care plan which clearly details the strategies to be put in place and the specific circumstances for which 'as required' medication is to be administered.</p> <hr/> <p>Response of Registered Provider:</p> <p>This improvement has since been resolved. The Registered Manager will ensure if this should arise again that the correct information is clearly stated in each care receivers care plans, with a detailed plan and strategy of how and when to administer the medication.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 4.3</p> <p>To be completed by: with immediate effect.</p>	<p>All accidents must be reported in line with the Les Amis accident reporting policy and Care Home Standards.</p> <hr/> <p>Response of Registered Provider:</p> <p>The Registered Manager has re-read Les Amis Accident and Incident policy with regards to reporting staff's Accidents or Incidents within the home, and is confident in following this policy and procedure.</p>

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