



Jersey Care
Commission

Summary Report

03 Children's Home

Care Home Service

4 April 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.

In March 2023, there was a significant restructuring within the children's homes in Jersey, resulting in staff, registered managers, children, and young people transferring between children's homes into the broader service.

One of the areas for improvement identified in the last inspection in July 2022 no longer applies to this service. This was area for improvement three, which required that the Registered Provider arranged bespoke mental health training for staff.

Three previous areas for improvement have also been successfully addressed. Two of the areas concerning impact and compatibility risk assessments, when it is proposed that new care receivers be accommodated in this service are now in place. The third area for improvement was the use of the multi-agency 'missing from care' policy. Although the Commission had not received any 'missing from care' notifications in recent months, evidence from professionals in the wider service assured the regulation officers that this policy was now working more successfully. In consequence, it is no longer an area for improvement.

Two areas for improvement remain. The first area relates to needing more appropriate numbers of skilled and qualified staff to consistently meet the needs of care receivers. The second area of improvement that remains unresolved is in ensuring that staff are adequately trained and competent in dispensing and administering of medicines.

Three additional areas for improvement were also identified as part of this inspection, taking the total number of areas for improvement to five.

The regulation officers viewed the personnel information of all care workers in this service. Only one staff member had the required Level 3 diploma in residential care; the remaining staff members needed the required diploma and were not working towards it.

Regarding mandatory training, the regulation officers were unable to evidence that the training completed by the staff team met the required level of training as set out in the Children's Home Care Standards. This included the RQF Level 3 medications module needed to administer and dispense medication. Therefore, these continue to be areas for improvement.

The regulation officers noted non-compliance with the Jersey Fire and Rescue Fire Precautions Logbook, which is a requirement of the Fire Precautions (Jersey) Law 1977. There were no entries for mandatory fire alarm tests (weekly), emergency lighting checks (monthly), or evidence of a recent fire drill since August 2022 (every six months). This is an area for improvement.

The recording of fridge and freezer temperatures were not recorded consistently by the staff team. This is an area for improvement.

The regulation officers noted a comprehensive reflective supervision model in this service, which included the opportunity for group supervision. This provided the staff team with a reflective space to develop their understanding of the care receivers' needs. This is an area of good practice.

The Registered Manager provides monthly reports to the Service Lead for Children's Homes. The regulation officers noted the report for March 2023 to be comprehensive and the Children's Care Homes Standards were reflected throughout. This is an area of good practice.

The care records of care receivers in this service were thorough. All the necessary documentation was present to enable an understanding of the needs of care receivers and how to manage, mitigate or reduce any risks that have been identified. This is an area of good practice.

The Children and Young Person's Guide requires revision to reflect the change in the age range of care receivers accessing care and support. This is an area for improvement.

The regulation officers were assured that there had been sufficient management oversight of care receivers' care plans. There was also evidence of regular care planning meetings for children in this service. This is an area of good practice.

During this inspection, the regulation officers were informed that some of the existing care staff would change within the next week. This decision, made by the service recognised the need for a more experienced and appropriately trained staff team to deliver care and support in this service. Given this situation, the Commission will undertake a focused inspection of the areas of improvement identified in this report in approximately three months' time.

IMPROVEMENT PLAN

There were five 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 5.11</p> <p>To be completed by: 1 month from the inspection date (4 April 2023).</p>	<p>Appropriate numbers of skilled and qualified staff must be in place to consistently meet the needs of all care receivers.</p> <hr/> <p>Response of Registered Provider:</p> <p>As per discussion at the time of the inspection, the registered manager informed the inspector that it had been recognised that the staff team did not meet the required standards of the children's home, senior management had also acknowledged this and a more experienced and qualified staff team would be working in the home from 10th April (six days following the inspection), following this the registered manager confirmed with the inspector that the staff team now met the current standards with a blend of experienced, permanent and qualified staff.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 11.8</p> <p>To be completed by: 3 months from the inspection date (4 April 2023).</p>	<p>The medications policy has been reviewed and updated. The Registered Provider must put in place a training programme to ensure that all staff are adequately trained and competent in the dispensing and management of medication.</p> <hr/> <p>Response of Registered Provider:</p> <p>In discussions with JCC it has been agreed that considering that not all children living in mainstream children's homes are taking regular medication and it is unrealistic for staff to be observed administering medication to children to ensure they complete the</p>

	<p>CQF competencies to achieve their qualification. A medication policy is in place and as registered manager I will ensure that all staff complete Medication Awareness training on virtual college, Basic Life training, there are two members of staff administering any medication, there is a lockable medication cabinet, medication administered is detailed in the child's Personal Plan, there is a medication risk assessment in place, staff complete MAR sheets and that as registered manager I complete weekly medication audits. In addition, the registered manager will complete annual competency checks with all staff.</p>
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<p>Area for Improvement 3</p> <p>Ref: Standard 10.3 and 10.10</p> <p>To be completed by: To be actioned immediately</p>	<p>The Registered Provider must make sure that this service complies with Fire Precautions (Jersey) Law 1977 regarding the completion of fire alarm tests, emergency lighting checks and fire drills as detailed in the Jersey Fire and Rescue Fire Precautions Logbook.</p>
	<p>Response of Registered Provider:</p> <p>This improvement was remedied immediately with weekly, monthly, six monthly and annually checks being completed and recorded in the fire logbook provided. In addition, since the inspector visited the home G4S have been to carry out independent checks, again this has been recorded in the fire logbooks provided.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 10.10</p> <p>To be completed by: To be actioned immediately</p>	<p>Fridge and Freezer temperatures must be recorded daily to protect the safety and welfare of care receivers and staff.</p>
	<p>Response of Registered Provider:</p> <p>This area of improvement has been remedied with immediate effect; the fridge/freezer temperatures have been recorded daily up until the 28.05.23. The young people have not been in the home since this time therefore the fridge and freezer have not been in use and there have been no food items in the fridge or freezer. Once the young people return to the home the fridge / freezer will be re-stocked and the monitoring of the temperatures will be recorded daily in addition to using food labels, covering of food and checks on use by and best before dates.</p>
<p>Area for Improvement 5</p> <p>Ref: Standard 1.2</p> <p>To be completed by: 1 month from the inspection date (4 April 2023).</p>	<p>The Children and Young Person's Guide must be revised to reflect the age range of care receivers in this service.</p>
	<p>Response of Registered Provider:</p> <p>The young person's guide has been reviewed and updated; a copy of the guide has been forwarded to the inspector.</p>

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