



**Jersey Care  
Commission**

# **Inspection Report**

**Beaumont Villa**

**Care Home Service**

**Rue de Craslin  
St Peter  
Jersey  
JE3 7HQ**

**10 May 2023**

## **INSPECTION FINDINGS**

This inspection was focused and unannounced. On 10 May 2023, intelligence was received by the Commission regarding concerns about Beaumont Villa Care Home and its sister home L'Hermitage, both owned and managed by Aria Healthcare Group Limited. This resulted in an unannounced, focused inspection which took place on the 10 May 2023 between 13:00 - 16:00 hours. Two Regulation Officers attended both homes to complete the inspections.

A summary report has been written for both homes, this report sets out the findings for Beaumont Villa.

The home has a capacity for 24 residents; on the day of the inspection, there were 20 residents living in the home. The Registered Manager was available to facilitate the inspection. The regulation officers met with the Registered Manager at the beginning of the inspection and at the end to provide immediate feedback.

The areas of concern identified were shared with the Registered Manager; these included allegations of the home being understaffed, particularly on night duty, a lack of attention to maintenance and essential repairs required in the home, sightings of rodents in the immediate outside areas, and the scheduled refurbishment which has not commenced despite a completion deadline of May 2023.

### **MAINTENANCE AND ESSENTIAL REPAIRS**

The Commission received intelligence regarding a lack of attention to maintaining and repairing aspects of the home. Particular attention was brought to a residential bedroom that had become occupied after the maintenance issue had occurred and before any repairs had been completed. The Registered Manager reported that they were aware of the damage in the room, and it had been confirmed by the home's maintenance team that it was caused by an external water leak. However, during the discussion, it became evident that the Registered Manager had not visited the room in question to see the damage and make an assessment on the

appropriateness of placing a care receiver in the room before repairs had taken place. The Registered Manager did however advise that the care receiver and their family had been made aware of the water damage prior to them moving in and had been offered an alternative room. The resident made the choice to move into the room regardless, as they preferred it over any other available rooms. The regulation officers did not receive clarity of a timescale on the repairs from the Registered Manager; the home's maintenance team had referred this to an external specialist for further assessment. The Commission were not made aware of the leak through the notification process. This had not happened.

## **REFURBISHMENT**

The home was due to undergo a full refurbishment at the beginning of the year, with a completion date of 31 May 2023. The inspection completed in June 2022 resulted in an area of improvement that the home required a refurbishment to both maintain a good decorating standard and to improve signage such as orientation aids and room numbers. It was recognised during the most recent inspection (23 February 2023), that no refurbishment had taken place and therefore this continued to be an area of improvement.

Prior to this inspection, the Commission had not been notified of any delay in the scheduled works. During the inspection, there was no evidence that the refurbishment had commenced. The Registered Manager advised that the scheduled work was delayed and would commence once the refurbishment of the sister home L'Hermitage had been completed.

The Registered Manager gave an anticipated date for completion of the works at Beaumont Villa as August 2023.

The Regulation Officers were informed that there were two container loads of new furniture arriving the next day. Due to the delay in the refurbishment, the furniture could not be installed and would therefore need to be stored on site. One of the lounges and several of the vacant bedrooms within both homes had been identified as the storage areas for the furniture. This would result in the temporary loss of one

lounge at Beaumont Villa. The Commission had not been advised of this prior to the inspection, despite the likely impact that this would have on care receivers.

The refurbishment will remain an area of improvement until the Commission is satisfied that all scheduled works are complete.

## **STAFFING**

The Regulation Officers queried staffing levels. The Registered Manager gave an assurance that the home was meeting minimum standards of staffing on day and night duty in the home. Duty rotas were requested and were supplied by the Deputy Manager during the inspection. The rotas gave an overview of staffing for the previous four weeks. The rotas demonstrated that the staffing levels met minimum requirements. However, it was evident that a few members of staff had worked over the recommended 48 hours per week on more than one occasion over the four-week period.

## **HEALTH AND SAFETY**

The intelligence received by the Commission suggested that there had been sightings of rats in the immediate vicinity of the home. The home is located in a moderately populated residential area, and it is acknowledged that it is not unusual for rodents to be a feature in areas where residential dwellings exist. The Deputy Manager advised that measures had been taken to resolve this and that pest control had put controls in place. Reassurances were also given that the sightings had been in external areas only and that there was no evidence to suggest rodents were gaining access to the home. The Commission strongly recommended that Environmental Health were informed of the issue as a matter of urgency.

## **Summary**

There are ongoing concerns related to communication, in particular, the absence or late reporting of incidences via the notification process. The Commission had not been informed of the delay with essential refurbishment, and essential maintenance matters that have the potential to impact on the care receivers' wellbeing.

Notifications provide the Commission with intelligence which enables an analysis of reoccurring themes. They ensure that the Commission can perform its role of regulator effectively. Therefore, any deficits in this area are a matter of concern.

This was made an area of improvement in the February 2023 inspection and continues to be an area of improvement.

## 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><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 4.2</p> <p><b>To be completed by:</b> To be completed with immediate effect.</p>	<p>The Registered Provider must ensure that the process for informing the Commission of any notifiable events is improved. An event requiring a notification to be sent to the Commission within 48 hours.</p>
	<p><b>Response of Registered Provider:</b></p> <p>The regional director and home manager discuss notifiable incidents on a daily basis. Any notifiable incident will be reported to the commission within 48 hours.</p>

<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 7</p> <p><b>To be completed by:</b> To be completed with immediate effect.</p>	<p>The Registered Provider must ensure that the home is well maintained and decorated. The planned refurbishment as had further delay, an updated completion plan of the works to be submitted to the Commission.</p>
	<p><b>Response of Registered Provider:</b></p> <p>It is anticipated that the current programme of refurbishment works will be completed by 31 July 2023.</p>

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



Jersey Care Commission  
1<sup>st</sup> Floor, Capital House  
8 Church Street  
Jersey JE2 3NN

Tel: 01534 445801

Website: [www.carecommission.je](http://www.carecommission.je)

Enquiries: [notifications@carecommission.je](mailto:notifications@carecommission.je)