



**Jersey Care  
Commission**

# **Summary Report**

**Les Hoûmets Care Home**

**Care Home Service**

**Gorey Village  
Grouville  
JE3 9EP**

**27 July 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.

No areas for improvement were identified at the last inspection. However, one was found during this inspection. The Regulation Officer observed a need for complete employment histories in the recruitment folders as outlined in standard 3.2 of the Care Home Standards.

The Registered Manager and Senior Manager were happy to make time for the Regulation Officer. Therefore, much of the morning was spent in the office, during which time they both confidently answered a wide range of questions.

The home has a warm, welcoming feeling, and it was clear that the staff supported the care receivers in a positive and friendly way.

It was requested that a poster be put up inside the home's main entrance to advise any visitors (relatives, friends, staff members) that an inspection was in progress and that any feedback about the quality of care provided in the home would be welcome. Before the construction project started, the care receivers received a personalised letter informing them of the works, as did their relatives. The Registered Manager and Senior Manager completed a comprehensive risk assessment which the builders signed, along with a confidentiality and data protection disclosure, to ensure the safety of the care receivers while the work is going on. There were no complaints from care receivers regarding the construction works during the inspection.

There was evidence of various organised activities for groups and individuals in the home. During the inspection, a group of care receivers enjoyed an afternoon tea party with a selection of cakes (some baked by them) and a choice of tea or coffee.

Staff participate in planned supervisions on a three-monthly basis and annual appraisals where they can highlight areas for training and development. Most of the

staff have completed RQF Level 2 and Level 3 and are encouraged to complete any training courses relevant to their roles with mandatory training.

The Regulation Officer sought the views of several care receivers during the inspection, which were mostly positive. Following the inspection, feedback was obtained from some relatives by phone and email.

## IMPROVEMENT PLAN

There was one area 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 must ensure that during the application process a full employment history is provided by the potential recruit.
<b>Ref:</b> Standard 3.2	
<b>To be completed by:</b> following the inspection	<b>Response of Registered Provider:</b>  The Company's application and interview documentation have been revised to ensure compliance.

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