



**Jersey Care
Commission**

Summary Report

Silkworth Lodge

Care Home Service

**6 Vauxhall Street
St Helier
JE2 4TJ**

23 June & 30 June 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 home felt welcoming; the communal areas were comfortable and in good order. Clients were observed to utilise the lounge and dining area to carry out their therapeutic work and sit and eat lunch together. The services Statement of Purpose describes the environment as “structured, safe and non-judgemental”. This was affirmed by the feedback the Regulation Officer received from the clients.

The Registered Manager provides clear management oversight of the day-to-day functioning of the service. The home benefits from the knowledge and experience that the Registered Manager has of the service, having previously been in the role of the CEO for the Provider.

Recruitment checks have been improved to ensure that processes are in place that provide reassurance of the suitability of the people employed to work in the service and safety of the clients.

The staff team receives regular supervision from the Registered Manager. Discussions in supervision are recorded and stored in the staff members' personal files.

Staff members complete mandatory training and are encouraged to identify other specialist training related to their service roles. Some members of the staff team are trained at QCF level 2 and level 3; this meets the Home Care standards for the availability of support staff to have these qualifications.

The Registered Manager ensures that the fire safety precautions are followed to meet the standards of safe fire procedures. This includes mandatory training in the

induction period for new members of staff and ongoing updates for all members of the staff team.

There is a clear person-centred approach to the service provided. Where the recovery programme is very structured, there is flexibility of how the programme may need to be delivered based on the individuals and the group dynamics.

Risk assessments are utilised as a part of the initial assessment, and risk plans are in place for the clients' safety. Impact risk assessments are also included to consider the needs of other clients accessing the service.

The rehabilitation programme is delivered by addiction counsellors and supported by a team of support workers. One client reported that they felt the support from staff members was "outstanding" and that there are always staff available if needed. Another client shared that the "staff are brilliant, and give support throughout the journey, brilliant on all levels".

Group activities in the community are built into the therapeutic programme. Importance is placed on physical activities for wellbeing, the clients appreciate regular visits to the gym and outdoor walks.

The staff team are well established and the feedback from some staff members recognised that the care and support provided to the clients is a "team effort", and that the treatment offered is "very person-centred".

There is a focus on providing daily healthy, nutritious meals to aid in clients' recovery. The service has an onsite chef who plans, prepares, and cooks the daily menus. The chef will also accommodate specialist diets. Four clients shared that they have a "choice of meals, appreciate that "freshly made food is available", and that there is "always enough food around including in between mealtimes".

Clients are provided with a holistic health assessment which is completed by the associate GP attached to the service. This includes a review of any prescribed

medications and other health considerations, this provides a safe risk assessment of health and gives reassurance to the clients.

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