



**Jersey Care  
Commission**

## **Summary Report**

**Cheval Roc Residential and Nursing**

**Care Home Service**

**Les Nouvelles Charrieres  
Bonne Nuit Bay  
St John  
JE3 4DJ**

**6 and 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 last inspection was conducted on 10 and 14 June 2022 and identified two areas for improvement for this service. The Registered Provider has addressed both areas for improvement. The external perimeter of the home where this service is operated was secure on the day of inspection. This service now has access to specialist syringe driver equipment and has additional capacity of syringe drivers in the wider organisation.

The footprint of the building where this service is operated is close to the edge of a steep slope leading down to the beach below. The annual slope inspection provided assurance that the stabilisation works conducted in 2017 remained in good condition, and there were no apparent areas of concern.

Recruitment and retention of care staff has been challenging for this service since the last inspection. The Registered Manager reported that this has meant a turnover of care staff that require training and inducting into the service, which does not provide continuity for care receivers. Safe recruitment practice was evidenced in this service, alongside a comprehensive induction process for new care staff. Despite this challenge, the duty rotas viewed by the Regulation Officer provided an assurance that staffing levels were consistently in line with the Statement of Purpose for this service.

Complaints are managed appropriately in this service, with an accurate log detailing the complaint, the nature of the investigation, and the outcome.

The Commission has received appropriate notifications of notifiable events as per the Care Home Standards from this service. The Regulation Officer viewed evidence of a thematic internal audit of these notifications which resulted in improved care planning for care receivers. This is an area of good practice.

The care plans viewed as part of the inspection were person-centred, with evidence of the individual needs of care receivers recognised, for example, risk of falls, pressure ulcer management, and skin integrity care plans. There was evidence of regular review of these care plans.

The safety of care receivers in this service is paramount. Policies and procedures are in place alongside a comprehensive induction programme, staff handbook, staff training, and quality assurance audit activity. In addition, fire procedures and precautions were adhered to, alongside recommended infection control and food hygiene measures.

Training and supervision of care staff is a priority in this service. Care staff received regular reflective supervision, and a comprehensive training package was in place per the Standards for Adult Care Homes. Care staff are also able to identify and contribute to ongoing training.

The range of activities offered to care receivers in this service was a strength. Feedback from care receivers and their relatives was complimentary in this regard.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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