



**Jersey Care
Commission**

Summary Report

12 Le Clos de la Ville

Care Home Service

**Clarke Avenue,
St Helier,
Jersey
JE2 3WJ**

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.

The findings of this inspection were positive. The Registered Manager and staff team engaged fully in the inspection process and ensured that all requests for information and records were fully met. In addition, care receivers and their family members were prepared to provide feedback on the home.

The general view of family members was that there had been a significant and noticeable improvement in communication between the home and relatives since the previous inspection. Family members spoke positively about how the home supports their relatives and provided examples of creative and proactive input from staff members to ensure that care receivers enjoyed active and varied lives.

The Regulation Officer reviewed the home's Statement of Purpose and found it to fully reflect the way in which the service operates.

Staff training records were examined and were found to accord with the service's Statement of Purpose and categories of care provided. Training meets the requirements set out within the Care Home Standards.

The previous inspection concluded that there needed to be a structured and consistent training plan for staff to support and promote the communication needs of individual care receivers. This area for improvement has been achieved in full.

Care receivers benefitted from well-established routines, with opportunities to participate in work and leisure opportunities in accordance with their needs, wishes and preferences. They are supported by a consistent team of staff who have a detailed understanding of individual needs. Positive and respectful interactions with care receivers were observed.

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](#).