



**Jersey Care
Commission**

Summary Report

Lakeside Manor

Care Home Service

Rue de la Commune,

St Peter

JE3 7BN

19,21,22,23 and 30 May 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 Regulation Officer visited the home on five separate occasions. The purpose of multiple visits was to ensure that time could be spent on each floor of the home observing practice and meeting with care receivers, staff and relatives. Times were varied to incorporate both daytime and evening visits.

There is a strong managerial presence, with the Registered Manager leading and supporting the team to deliver a high standard of person-centred care. All care receivers regularly interact with the Registered Manager, who ensures they visit each floor daily.

Care receivers and relatives generally reported high satisfaction with the care and support provided; however, some relatives gave feedback on how specific areas of care delivery could be improved.

The staff team receive a comprehensive programme of training which also encompasses an in-depth course for dementia care. In addition, the staff team are supported by an onsite trainer.

Staff were observed to be knowledgeable, respectful and compassionate to the needs of care receivers, some of whom have complex care needs.

There are robust governance frameworks that include policies, audits, thematic reviews and competencies that monitor the standards of care delivery and identify areas for learning and improvement.

It was noted that staffing levels within the home require review concerning the categories of care provided and the minimum requirements set out in the Home Care Standards. This an area for improvement.

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.

<p>Area for Improvement 1</p> <p>Ref: Standard 1.1 and 3.9</p> <p>To be completed by: 4 months from the date of inspection (30 September 2023).</p>	<p>A review of the current staffing levels in relation to the categories of care provided to ensure the minimum staffing requirements detailed in the Care Home Standards are being met.</p> <p>The number of dementia care beds should be clearly defined within the home's Statement of Purpose together with the staffing levels required to support each category of care provided.</p>
	<p>Response of Registered Provider:</p> <p>Prior to the inspection, in April 2023 an extensive review was commenced within the home as we recognise that our residents needs change. Consequently, we need to ensure that our registration and resources are aligned with any such changes.</p> <p>The scope of the review considers our care environment, how it is organised and what care support and environmental changes are needed as residents' needs change.</p> <p>The review includes an examination of our current registration, evaluation of residents' care needs, our care environment and staffing resource including training and educational programmes.</p> <p>This allows us to continually develop our service and ensure that we continually provide an evolving and developing specialist care service that meets the changing needs of our residents who are with us for many years.</p> <p>After the inspection Area of improvement 1</p> <p>i. A review of current staffing levels in relation to the categories of care provided to ensure the minimum staffing requirements detailed in the Care Home standards are met.</p>

	<p>The initial findings of our review demonstrates that under our current registration, the home meets the minimal standards for staffing.</p> <p>However, we intend to amend our current registration for dementia care and register for additional 14 dementia residential care service beds. This will naturally require consideration and review of our staffing levels to ensure that we meet statutory staffing levels and we will inform the Jersey Care Commission of changes to our staffing resource by the 30th of September.</p> <p>ii. The number of dementia care beds should be clearly defined within the home's Statement of Purpose, together with the staffing levels required to support each category of care provided.</p> <p>Consequently, the enhancement of our dementia service will be reflected in our Statement of Purpose which will define the changes to our registration and our service developments. This will be submitted to the Jersey Care Commission by the 30th of September.</p>
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The full report can be accessed from [here](#).