



**Jersey Care
Commission**

Summary Report

Glenferrie

Care Home Service

**24 Pierson Road
St Helier
JE2 3PD**

23 and 31 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 management structure and governance of the home is appropriate to the size of the service. The Registered Manager supports a small but experienced core staff team. Appropriate policies and procedures are in place to ensure the safety and well-being of staff and care receivers.

Staff are provided with statutory and mandatory training in line with the Standards. There is also the opportunity for service-specific training in Mental Health for all staff. Staff confirmed receiving regular supervision and appraisal sessions, and the Registered Manager provided examples of the paperwork used to carry these out.

There was positive feedback from the inspection process regarding the staff and the care provided. The staff accurately understood the care receivers' needs and demonstrated person-centred care. There was evidence of collaborative working with other health care professionals. Care receivers' preferences are respected, and they are supported to remain as independent as possible. The care receivers also access several meaningful activities/clubs within the community.

Before being admitted to the home, there is a thorough assessment process. Care plans were comprehensive, with evidence of regular review and updates.

There was evidence of appropriate safety checks, for example, fire procedures and safe medication administration within the home. The first aid box was reviewed, and a few items needed to be updated. The Registered Manager rectified this immediately at the time of the inspection.

There were no areas for improvement identified at this inspection.

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](#).