



Jersey Care
Commission

**MONITORING VISIT
INSPECTION REPORT**

Secure Children's Home

Children's Home Service

4 August 2023

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This monitoring visit inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity, and to encourage improvement.

BACKGROUND TO VISIT

An improvement notice was issued in September 2022. However, following a focused inspection in January 2023, the Commission was satisfied that there had been sufficient progress to rescind the published improvement notice.

As part of ongoing monitoring of this service and to ensure continued compliance and to encourage improvement with the Children's Home Standards, the Commission adopted a series of three inspection visits in 2023. This monitoring inspection report is the second of these visits.

INFORMATION ABOUT THIS VISIT

This monitoring inspection visit was unannounced, and the Pharmacist Inspector accompanied the Regulation Officer.

The purpose of a monitoring inspection is primarily a support and evaluation function for services that are or have been subjected to an improvement notice.

Monitoring inspections will help inform the Registered Provider if progress has been maintained or that there is evidence that informs the Commission that further inspection is required.

This inspection focussed on the following lines of enquiry:

- **Management of the service**
- **Care and support**
- **Choice and safety**

Prior to our visit, all of the information held by the Commission about this service was reviewed, including the previous inspection reports and notifications.

The Regulation Officer sought the views of the children and young people who use the service; however, this was declined on the day of the inspection. The opportunity for care receivers and staff to provide feedback as part of the current survey for social work services for children and young people was provided to the Deputy Manager.

Two members of staff were consulted during the inspection.

At the conclusion of the monitoring inspection visit, the Regulation Officer provided feedback to the shift lead and later to the Deputy Manager by email.

This monitoring inspection report outlines our findings and includes areas of good practice identified during the visit.

SUMMARY OF VISIT FINDINGS

The following is a summary of what we found during this monitoring inspection.

During this monitoring inspection, the Regulation Officer did not identify any serious concerns concerning the care or protection of children and young people.

Management of the service

The Standards outline the Provider's responsibility to ensure that where people stay is right for them and safe. There will be a management structure in place, with an integrated organisational and governance framework, which is appropriate to the needs, size, and complexity of the service.

There is currently an interim manager in place, with the Registered Manager advising of their absence from 28 July 2023. The manager designate will take up their post on 8 August 2023.

On the day of the monitoring inspection, staffing levels are commensurate with the Statement of Purpose for this service. One staff member consulted confirmed that they do not work a significant amount of overtime and within the 48 hours per week recommended in the Standards.

Since the last monitoring inspection in April 2023, an impact risk assessment has resulted in care receivers being separated. The Regulation Officer was satisfied with the decision based on known credible risks.

No complaints have been received regarding this service since the last monitoring Inspection. The Regulation Officer audited the notifications received from this service as part of the pre-inspection activity. Effective and responsive measures were implemented to ensure the care receivers' and care staff's safety.

The independent visitor's reports detail the experiences and progress of the care receivers. The reports are comprehensive, concise, and evaluative. These evaluations help drive improvements in the service. The report for June 2023 details how religious and cultural needs were met.

Unfortunately, the receptionist left this service in June 2023, which resulted the care staff being taken away from their caring duties. However, an interview process has now taken place, which has resulted in a job offer. Safe recruitment processes are currently taking place with a view to a start date of mid-October.

Care and support

<p>The Standards outline that people in receipt of care and support should experience compassion, dignity, and respect. Care receivers, where appropriate, should be involved in all decisions relating to their care and support in a way that respects their rights, individuality, and beliefs.</p>
--

Positive relationships continue to be a strength of this service, with an emphasis on staff recognising how care receivers' lives have been shaped by their experiences. The staff members consulted spoke with passion and commitment about their role in the service and clearly enjoyed working with the care receivers.

Care staff encourage children and young person's participation in activities that are personalised to their specific preferences. However, staff reported engagement had been limited in some cases.

This monitoring inspection was completed during the school holidays, so no education provision was offered. Care staff confirmed that education is provided to all care receivers during term time. Care staff gave examples of person-centred planning and delivery of education, such as a reduced timetable or a greater emphasis on learning styles.

Care planning is undertaken regularly for the care receivers in this service. In addition, transition planning has improved.

Care receivers in this service receive regular family time with relatives. The visiting room is adequate, with comfortable seating, and has a selection of toys and games available. Risk assessments are in place, which inform how much supervision from staff is required during family time.

The environment was clean and tidy, with new sofas, projector TV, and curtains evident in the main living area. The monitoring inspection involved a tour of the facility. The classrooms had been repainted, and new furniture had been sourced.

Care receivers continue to have access to the gym and a games room with a pool table.

Choice and safety

<p>The Standards outline the Provider's responsibility to ensure that people will feel safe and are kept safe. People will be supported, enabled, and empowered to be as independent and autonomous as practicable. People's rights will be supported and protected.</p>
--

There have been no reported incidents where care staff had to intervene when care receivers displayed inappropriate, violent, or aggressive behaviour. This was confirmed by the care staff, who also said that regular workshops to maintain practice knowledge and confidence in MAYBO (Prevention and Management of Violence and Aggression (PMVA) model) continued.

Medication administration records were viewed by the Pharmacist Inspector and found to be in order. The medication storage was appropriate, and a controlled drug register and a medication returns register were present. The Pharmacist Inspector noted that medication fridge temperatures were being recorded daily; however, the minimum and maximum temperatures could not be evidenced. The Pharmacist Inspector provided advice on a thermometer that would be able to rectify this. Care receivers are offered choices in respect of their food and drink preferences. Care receivers have access to pocket money and a clothing allowance and can exercise choice regarding how they use these allowances. Care receivers are also encouraged to cook their own food and learn how to cook.



Jersey Care Commission
1st Floor, Capital House
8 Church Street
Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je