



**Jersey Care
Commission**

Summary Report

Sanctuary House

Care Home Service

**La Rue du Croquet
St Brelade
JE3 8BZ**

11 August 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 Registered Manager reported recruitment and retention challenges; however, despite this, staffing has been maintained in line with this service's Statement of Purpose.

This service is well-led, with a dedicated well-trained staff team who are collectively committed to achieving the best outcomes for people who access this service. Staff feedback was unequivocally positive regarding the support, advice, and high-quality supervision they receive from managers.

No complaints have been made by care receivers or the local community regarding this service. The notifiable events have been correctly reported to the Commission, and where necessary, appropriate actions were taken by this service to safeguard care receivers.

Managing new referrals is comprehensive, where priority is based on risk and need. There was evidence of regular review of the waiting list for a placement in this service.

Care receivers' health, safety, and well-being are prioritised in this service, with comprehensive policies and procedures in place.

Care planning is co-produced with care receivers through the 'Outcomes Star' model. This model is a person-centred and strengths-based approach, where care receivers are empowered through collaboration and support to consider aspects of their life that are going well or where there are areas of difficulty. This is an area of good practice.

Relationships between care staff and care receivers are strong and provide a solid foundation for care receivers to feel safe and build trust toward a journey of change.

The effectiveness of this service is evident in the noteworthy progress that care receivers make.

Care receivers have access to fully qualified counsellors as part of the support offered in this service. Feedback from care receivers on the quality and benefit of this counselling was positive, where it had improved their self-esteem and resilience.

Transitions for care receivers leaving this service are well-planned and person-centred. Some care receivers transition to other Sanctuary Trust properties, and outreach support can be provided for up to two years.

Feedback from care receivers was very positive regarding this service. They felt well-supported by care staff they trusted, who were always available to them.

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](#).