



Jersey Care  
Commission

# **INSPECTION REPORT**

**03 Children's Home**

**Care Home Service**

**2 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 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.

## ABOUT THE SERVICE

This is a report of the inspection of a Children's Home. It is one of nine Children's Homes operated by the Government of Jersey. The name and address of the home have not been included in this report to preserve the privacy and confidentiality of the children and young people who live there.

The home is a two-storey building with three bedrooms, a large kitchen/diner and two lounge areas. The service is registered to provide residential care for three children and young people. The service is well located with access to shops, cafes and good transport links.

Regulated Activity	Care home
Conditions of Registration	<u>Mandatory</u> Type of care: personal care/personal support Category of care: Children and young people Maximum number of care receivers: 3 Age range of care receivers: 10 to 18 years old Maximum number of care receivers that can be accommodated in the following rooms: 1, 2 and 3 (one care receiver)

Date of Inspection	2 August 2023
Times of Inspection	10am to 12pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers accommodated on the day of the inspection	Withheld to protect the identity of the children and young people who access this service

The Government of Jersey operates this Children's Care Home through the Children, Young People, Education and Skills (CYPES) department.

Since the last inspection on 4 April 2023, the Commission has received two applications from the Registered Provider to vary a condition on the service's registration. These concerned the age range of the children and young people who access this service and to increase the bed capacity to three.

An updated copy of the service's Statement of Purpose was submitted on each occasion alongside these variation requests.

## **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.

This inspection focused on the five areas for improvement identified in the last inspection completed in April 2023. However, pre-inspection activity led the Regulation Officer to pursue other lines of enquiry.

The Regulation Officer undertook detailed enquiries with the Registered Manager concerning the areas for improvement and was satisfied that progress could be evidenced in all five areas.

Sufficient skilled and qualified staff, albeit in a small team, are now working in this service. Recruitment of permanent staff continues to be an issue both in this service and the wider care sector.

A medication policy and procedure are in place, with all staff having completed medication awareness training. The Regulation Officer viewed Medication Administration Records and was satisfied that they were completed correctly and were audited weekly.

All fire equipment testing had been completed per the recommendations of the Fire Precautions (Jersey) Law 1977. Two fire drills have also been conducted since the last inspection in April 2023.

Fridge and freezer temperatures had been recorded as part of a daily checklist. The Regulation Officer was assured that there was a procedure in place should the temperatures recorded be out of the required zone.

The child and young person's guide for this service has been updated. In addition, the guide had been modified to meet the individual communication needs of care receivers.

The transition of care receivers into and out of this service was discussed with the Registered Manager. The Regulation Officer noted extensive transition planning, which had provided good outcomes for care receivers. This is an area of good practice.

The Registered Manager had enquired about specialist training requirements for the future care needs of care receivers. This assured the Regulation Officer that pre-planning was taking place to manage risk and meet care receivers' ongoing needs.

The Regulation Officer was assured that this service has prioritised maintaining relationships with children and young people who access this service. This is an area of good practice.

## INSPECTION PROCESS

This announced inspection was completed on 2 August 2023. Notice of the inspection visit was given to the Registered Manager on the day before the visit. This was to ensure the Registered Manager would be available during the visit.

The Care Home Standards were referenced throughout the inspection.<sup>1</sup>

This inspection focused on the five areas of improvement identified during the last inspection on 4 April 2023 and any new lines of enquiry identified.

Prior to our inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection report, any reviews of the Statement of Purpose, variation requests, and notification of incidents.

The Regulation Officers also sought information and feedback from various sources, including staff and a professional who visited this home regularly.

At the conclusion of the inspection, the regulation officers provided feedback to the Registered Manager.

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

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<sup>1</sup> The Care Home and all other Care Standards can be accessed on the Commission's website at <https://carecommission.je/Standards/>

## INSPECTION FINDINGS

At the last inspection, five areas for improvement were identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that progress had been made in all the areas for improvement. For clarity, each area for improvement is set out below, with the initial response from the provider and an update on the outcome of this focused inspection.

**Area for improvement 1:** Appropriate numbers of skilled and qualified staff must be in place to consistently meet the needs of all care receivers.

*Response by the Registered Provider: As per discussion at the time of the inspection, the registered manager informed the inspector that it had been recognised that the staff team did not meet the required standards of the children's home, senior management had also acknowledged this and a more experienced and qualified staff team would be working in the home from 10th April (six days following the inspection), following this the registered manager confirmed with the inspector that the staff team now met the current standards with a blend of experienced, permanent and qualified staff.*

Current situation: There were sufficiently skilled and experienced staff in this service on the day of inspection. The staff team was small and reflected recruitment issues in this service and the wider care sector. This service continues to undertake recruitment activity to increase care staff. This is no longer an area for improvement.

**Area for improvement 2:** The medication policy has been reviewed and updated. The Registered Provider must put in place a training programme to ensure that all staff are adequately trained and competent in the dispensing and management of medication.

*Response by the Registered Provider: In discussions with JCC, it has been agreed that considering that not all children living in mainstream children's homes are taking regular medication and it is unrealistic for staff to be observed administering medication to children to ensure they complete the RQF competencies to achieve their qualification. A medication policy is in place, and as Registered Manager, I will ensure that all staff complete Medication Awareness training on virtual college, Basic Life training, there are two members of staff administering any medication, there is a lockable medication cabinet, medication administered is detailed in the child's Personal Plan, there is a medication risk assessment in place, staff complete Medication Administration Record sheets and that as Registered Manager I complete weekly medication audits. In addition, the registered manager will complete annual competency checks with all staff.*

Current situation: The interim measures agreed with the Commission were evidenced to be in use in this service as part of this inspection. The Regulation Officer was satisfied that the medication administration in this service was safe and regularly audited. This is no longer an area for improvement.

**Area for improvement 3:** The Registered Provider must make sure that this service complies with Fire Precautions (Jersey) Law 1977 regarding the completion of fire alarm tests, emergency lighting checks, and fire drills as detailed in the Jersey Fire and Rescue Fire Precautions Logbook.

*Response by the Registered Provider: This improvement was remedied immediately, with weekly, monthly, six-monthly, and annual checks being completed and recorded in the fire logbook provided.*

*In addition, since the inspector visited the home G4S has been to carry out independent checks; again, this has been recorded in the fire logbooks provided.*

Current situation: The Regulation Officer examined the Fire Precautions logbook and was assured that all checks and tests had been undertaken per guidance from the States of Jersey Fire Service. Two fire drills had also been undertaken, with the appropriate documentation completed. This is no longer an area for improvement.

**Area for improvement 4:** Fridge and Freezer temperatures must be recorded daily to protect the safety and welfare of care receivers and staff.

*Response by the Registered Provider: This area of improvement has been remedied with immediate effect; the fridge/freezer temperatures have been recorded daily up until 28.05.23. The young people have not been in the home since this time; therefore, the fridge and freezer have not been in use, and there have been no food items in the fridge or freezer. Once the young people return to the home, the fridge/freezer will be re-stocked, and the monitoring of the temperatures will be recorded daily in addition to using food labels, covering of food, and checks on use by and best-before dates.*

Current situation: The Regulation Officer was satisfied that fridge and freezer temperatures had been recorded in line with best practice since the last inspection in April 2023. This is no longer an area for improvement.

**Area for improvement 5:** The Children and Young Person's Guide must be revised to reflect the age range of care receivers in this service.

*Response by the Registered Provider: The young person's guide has been reviewed and updated; a copy of the guide has been forwarded to the inspector.*

Current situation: The child and young person's guide has been updated for this service, and there is now a standardised framework for this document across all children's home services.

The Regulation Officer noted that this guide is modified to meet the individual needs of children and young people who access this service. This is an area of good practice and is no longer an area for improvement.

Additional lines of enquiry were developed as part of the pre-inspection activity for this service and were discussed with the Registered Manager.



Transition plans for children and young people admitted or discharged to this service were extensive and child focused. Outcomes for children and young people were positive, enabled smooth transitions, and reduced the emotional impact of such significant events for children and young people. This service has also proactively maintained contact with children who have transitioned to another service. This is an area of good practice.

A professional provided positive feedback regarding an admission to this service. They made the following comments:

*'Preparation for the placement was well organised, and they moved heaven and earth [the staff and manager] to get the placement ready. Communication was key to making this transition successful, and it also involved the care receiver, their previous carers, and other agencies.'*

There have been challenges regarding maintaining positive relationships with the children and young people who access this service. Despite this, the Registered Manager gave several examples of good practice where vital relationships have been maintained and prioritised.

The Registered Manager evidenced the need to consider the future care needs of care receivers' currently accessing this service. These needs have been matched with prospective staff training to help mitigate risk and equip staff with the additional knowledge required to meet the individual needs of care receivers.

## **IMPROVEMENT PLAN**

There were no areas for improvement identified during this inspection, and an Improvement Plan has not been issued.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards, and best practice.



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