



**Jersey Care  
Commission**

## **Summary Report**

**Clairvale Road Recovery Unit**

**Care Home Service**

**Government of Jersey – Health and  
Community Services  
19-21 Broad Street  
St Helier, JE2 3RR**

**4 July 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 statement of purpose was reviewed with the Interim Registered Manager, and it was agreed that a few minor adjustments were required. The updated document was emailed to the Commission.

The inspection was announced, completed on the same day, and positive. The interior of the building was in good condition, with new furniture, sofas, and curtains in the lounges. New bedside cabinets and mirrors are on order for the bedrooms.

On arrival, several care receivers were appropriately supported by two staff members on duty. There was a relaxed atmosphere between the care receivers and the staff in the home.

The Interim Registered Manager is not included in the staff numbers on the duty rota.

There was the opportunity for the Regulation Officer to obtain feedback from five care receivers and to speak with three staff members about their thoughts on the service.

Feedback from a professional stated, "The staff are friendly, approachable, and supportive to the ongoing care of the service user transitioning back to their own home."

The Interim Registered Manager demonstrated a commitment to improving the service by introducing additional training for staff relevant to the area, having an away day for team building, improving the referral process, and updating the welcome packs for care receivers and their families.

Following the inspection, the Interim Registered Manager was informed of two areas for improvement, which were identified alongside various areas of good practice. Revisions related to the notification process as stated in Standard 4.3 of the Care Home Standards, and the requirement of risk assessments for specific aspects of the safety of the building as per Appendix 10 (13) of the Care Home Standards.

## IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 4.3</p> <p><b>To be completed by:</b> immediately following the inspection</p>	<p>The Registered Provider must notify the Jersey Care Commission of such incidents, accidents or other events that have posed or may pose a risk of harm as specified by the Jersey Care Commission Care Home Standards Appendix 8.</p>
	<p><b>Response of Registered Provider:</b></p> <p>The JCC will continue to be informed of notifiable incidences as per policy and process outlined in the standards.</p> <p>HCS wish to further discuss this requirement in detail with the JCC, to clarify &amp; confirm scope of reporting. This will be led by the Executive Director of Mental Health &amp; Adult Social Care.</p> <p>The registered manager of Clairvale will provide a monthly summary to the JCC of all the Datix and safeguarding incidences with themes and learning / outcomes and actions taken in response to these.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 4.6</p> <p><b>To be completed by:</b> immediately following the inspection</p>	<p>The health &amp; safety of people receiving care, care/support workers and others will be protected as specified by the Jersey Care Commission Care Home Standards Appendix 10 (13).</p>
	<p><b>Response of Registered Provider:</b></p> <p>It has been agreed that window restrictors are installed to reduce risk. The Registered Manager has contacted the Estates team to arrange installation. In addition to physical security arrangements, all service users have an individualised risk assessment in place which considers both physical and social environment risks.</p>

The full report can be accessed from [here](#).