



**Jersey Care
Commission**

Summary Report

St Joseph's Residential and Nursing Home

Care Home Service

**St John's Road
St Helier
JE2 4XZ**

11, 13 and 19 October 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 overall feedback from care receivers, their relatives and health and social care professionals was positive. They were particularly complimentary of the food quality and described the social activities as stimulating. Through observations, it was evident that care receivers are encouraged and supported to enjoy a good quality of life. They described being well looked after by staff whose commitment to upholding their rights and dignity was praised.

Staff were seen to be actively engaging in regular socialisation with care receivers, and they appeared comfortable and content in their environment. Visitors were seen coming and going and expressed their satisfaction with the quality of service provided. The home promotes a safe environment, and if care receivers are subject to restrictions on their liberty, this is done in a way that meets legal requirements. The home informs the Commission of notifiable events and demonstrates compliance with its registration conditions. Records showed that the number of complaints received since the last inspection was very low.

Staff are recruited safely in a way that meets Standards. They are supervised and provided with induction and training specific to their job roles and responsibilities. The staff team were happy and felt valued, appreciated and respected by the management. Staff were open in their communication style and spoke proudly of the care and support they provided. The staffing levels confirmed they meet the minimum standards, and they confirmed that, on the whole, there were adequate staff with the appropriate skill mix to meet care receiver needs.

The provider is investing in the home and is still undergoing a refurbishment programme to enhance and improve the facilities for care receivers. One area for improvement is ensuring that where medication transcribing occurs, it is done following best practice guidance.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1 Ref: Standard 6.7 To be completed: with immediate effect	Where medicines are transcribed by staff in the home in exceptional circumstances, best practice guidance must be followed and clear records maintained.
	Response of Registered Provider: Deputy residential manager has worked alongside senior carers. Medication administration assessments carried out for all staff administering medication, as well as certificate of competency.

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