



**Jersey Care  
Commission**

## **Summary Report**

**Garden Flat**

**Care Home Service**

**Les Amis Limited  
Five Oaks  
St Saviour  
JE2 7GS**

**23 and 26 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.

There was evidence of a stable core staff team securely led by the Registered Manager and the Team Leader. Staff spoke of being well supported in their roles and of policies and procedures being in place within the home to assure the safety of the care receivers.

The Registered Manager also received good support from other managers within the organisation and the senior management team. There were clear escalation and reporting procedures within the organisation. However, there had been underreporting of some incidents to the Commission. This area for improvement is highlighted further under the heading of 'choice and safety'.

The staff have strived to make the home environment as comfortable and welcoming for the care receivers as possible. There was evidence of new soft furnishings and personalisation in the care receivers' rooms. In addition, new blinds and flooring were on order for the kitchen.

The Registered Manager discussed a complete overhaul of the care plans recently. A sample of care plans were reviewed as part of the inspection process and were found to be clear, person-centred and contained achievable goals. This is good practice.

Staff were observed respecting care receivers' wishes and preferences and promoting independence, for example, concerning chores within the home. Care receivers were observed to be relaxed and happy in their interactions with staff members. There was also evidence of access to meaningful activities for care receivers.

There was evidence of appropriate audit and quality monitoring within the service, for example, medication audit. A medication review with the Pharmacist Inspector

demonstrated that medication practices within the home were generally good. It was identified that a more detailed care plan was required for a specialist medication being administered within the home.

## 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.

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| <b>Area for Improvement 1</b><br><br><b>Ref:</b> Standard 4.3<br>(Appendix 8)<br><br><b>To be completed by:</b> with immediate effect. | The Registered Provider must notify the Commission of the following notifiable incidents <ul style="list-style-type: none"><li>• SRoL renewal</li><li>• Notice of termination of service/contract</li></ul>  |
|  | <b>Response of Registered Provider:</b><br>Notification of 3 SRoL renewals were submitted as soon as the oversight was identified. It was acknowledged that due to unplanned sickness of the RM at the time that the Notice of Termination of service/contract should have been submitted, this too has now been rectified and the JCC have been informed. |

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