



**Jersey Care
Commission**

Summary Report

HCS 102

Care Home Service

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

12 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.

Overall, the findings of this inspection were positive. The Registered Manager, Deputy Manager and staff team were fully engaged with the inspection process. They provided the Regulation Officer with all the information and documents requested and were confident in their answers.

This experienced staff team have members who have worked with the care receiver for several years. This is of great benefit as they have stated it takes time to build up trust and identify the individual's care needs. The interactions observed throughout the inspection were professional, positive, and personable. It was noted that the staff endeavoured to meet the personal needs of the care receiver.

Communication needs are achieved through a variety of methods including whiteboards, verbal cues, and pictures.

Risk assessments relating to the care receiver are reviewed regularly, and all were up to date on the inspection day.

There is a robust training programme for all staff, including mandatory training and training specific to the care receiver's needs.

The care plans were insightful comprehensive and evidenced a person-centred approach.

Activities are offered every morning and afternoon using a whiteboard and stickers, and the team have recently purchased a specially adapted vehicle for trips out.

There is one area for improvement from this inspection, which was highlighted on the previous inspection report.

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.

<p>Area for Improvement 1</p> <p>Ref: Standard 4.6</p> <p>To be completed by: with immediate effect</p>	<p>Maintenance schedules and logs must be always available within the home in order that the Registered Manager/person in charge receives the relevant information to fulfil their health and safety responsibilities.</p>
	<p>Response of Registered Provider:</p> <p>Heath Estates are currently visiting HCS 102 to carry out an audit of equipment and confirm responsibilities and put maintenance schedules in place as required. In response to learning from this inspection joint equipment audits, performed by Health Estates and Registered Managers, are being cascaded across Adult Social Care regulated care homes. As an outcome a system of assurance, comprised of Health Estate maintenance schedules and tracking logs, is to be implemented.</p>

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