



**Jersey Care  
Commission**

# **Summary Report**

**HCS 104**

**Care Home Service**

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

**27 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.

This well-established service has a consistent team of experienced healthcare assistants to care for the individual. The care receiver has been risk assessed as requiring a 2:1 staffing ratio to access community-based activities; however, this is only sometimes provided due to staffing levels. The care receiver can go out in the car with one staff member but needs two to leave the vehicle. The service has a middle shift to compensate for this; however, on reviewing the rotas, this shift is often not staffed. This was an area for improvement from the last inspection and remains an area for improvement.

The Registered Manager was happy to make time for the Regulation Officer, and therefore, most of the inspection was spent in the office. The Registered Manager showed compassion, motivation, and good leadership throughout the inspection process, was transparent about current team dynamics and has been proactive in seeking solutions to this. This was reiterated during the feedback received from professionals.

The care receiver responds well to different forms of communication and benefits from both verbal and visual communication cues. This helps the staff understand the care receivers' needs and wishes.

A varied menu is provided, and the care receiver has the option of two choices each mealtime, ensuring a balanced diet.

The care receivers' religious and cultural beliefs are incorporated into their care plan and personal file 'All About Me'.

The Regulation Officer observed warmth, respect and humour between the care receiver and the staff whilst maintaining professional boundaries. The home has minimal furniture to suit the requirements of the care receiver; clothing and shoes are stored on the first floor and can be accessed by the care receiver.

The back garden is accessible to the care receiver, where family occasions and BBQ's are enjoyed.

Care plans and risk assessments were comprehensive, up-to-date, and valuable for any professionals involved in this individual's care. These are updated regularly by the care coordinator and staff.

Staff supervision and appraisals take place following the Care Home Standards. Once completed by a senior manager and documented, staff sign when they are happy with the content. Documented appraisals take place once a year.

There are online training records for all staff. The Registered Manager demonstrated that most staff have attended mandatory training and is actively putting measures in place to complete all training.

## 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.

<b>Area for Improvement 1</b>  <b>Ref:</b> Standard 5.4, 3.9 and Appendix 5  <b>To be completed by:</b> three months from the date of inspection	This service must ensure that there are adequate staff on duty to provide this care receiver with opportunities to access community-based activities on a regular basis.
	<b>Response of Registered Provider:</b>  A staff member supports the service user throughout their day to ensure that they have the opportunity to access the community daily. The service user accesses the community in a vehicle that has been purchased therefore is not restricted in any activities around the island of Jersey, and when accessing preferred activities where they may become anxious, has a second member of staff to support with the activity.

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