



**Jersey Care
Commission**

Summary Report

**Les Charrieres Residential and Nursing
Home**

Care Home Service

**La Rue Des Charrieres
St Peter
JE3 7ZQ**

17 and 20 November 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.

Based on the Regulations Officer's observations, discussions and feedback from care receivers, visitors, relatives and external health professionals, the home provides a good, quality service. Care receivers appeared to be well cared for, and their views and preferences about their lives were acknowledged and respected by the staff team. They described the home as homely and relaxed and felt they were listened to and had opportunities to make life choices.

Families felt very well informed and involved in the care and support of their relatives, and they spoke of their freedom to come and go as they pleased. They said the management team was always visible and approachable.

The management team provides effective leadership by overseeing the home and ensuring an effective and safe service. There were many instances of good practices in the home, including medication management, staffing levels, infection prevention procedures, and maintenance of equipment and governance arrangements. External health and social care professionals were complimentary of the standards and quality of care.

The design and layout of the home promoted free movement and relaxation; the home was tastefully furnished, decorated, and clean and hygienic. The atmosphere during the inspection was found to be lively and uplifting. There are opportunities for care receivers to engage and socialise both within and outside of the home.

The home complied with the five areas for improvement made on the last inspection, and two areas for improvement resulted from this inspection. These relate to evidencing that care receivers are involved in the care planning and review process and providing written information about the home.

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>Area for Improvement 1</p> <p>Ref: Standard 1.2</p> <p>To be completed: within 1 month from the date of this inspection (20 December 2023)</p>	<p>The registered provider must ensure information is available for people, their relatives and others who are considering the care service.</p> <hr/> <p>Response of Registered Provider:</p> <p>Welcome leaflet has now been completed, this will be placed in all the care receivers' rooms. This information is accessible for new care receivers and anyone considering the care service.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 2.4</p> <p>To be completed: within 1 month from the date of this inspection (20 December 2023)</p>	<p>The registered provider must ensure that care receivers are involved in developing their personal plans and detail how their needs will be met.</p> <hr/> <p>Response of Registered Provider:</p> <p>This has been actioned and we have had informal discussions with all staff. Training on documentation and care planning has been implemented to ensure the team are provided our residents choices and preferences and allowing their voice to be heard. An aide memoire has been devised for staff to show what is required and expected for the documentation.</p>

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