



Jersey Care
Commission

**MONITORING VISIT
INSPECTION REPORT**

Secure Children's Home

Children's Home Service

14 December 2023

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This monitoring visit inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity, and to encourage improvement.

BACKGROUND TO VISIT

An improvement notice was issued in September 2022. However, following a focused inspection in January 2023, the Commission was satisfied that there had been sufficient progress to rescind the published improvement notice.

As part of ongoing monitoring of this service, the Commission adopted a series of three monitoring inspection visits in 2023 to ensure continued compliance with the Children's Home Standards. This monitoring inspection report is the third and final of these visits.

INFORMATION ABOUT THIS VISIT

This monitoring inspection was announced to ensure the Registered Manager would be present for the visit and was completed on 14 December 2023.

A monitoring inspection is primarily a support and evaluation function for services that are or have been subjected to an improvement notice.

Monitoring inspections can help inform the Registered Provider if progress has been maintained. Equally, it may be that there is evidence that informs the Commission that further inspection is required.

This inspection focussed on the following lines of enquiry:

- **Management of the service**
- **Care and support**
- **Choice and safety**

Prior to our visit, all of the information held by the Commission about this service was reviewed, including the previous inspection reports and notifications.

At the conclusion of the monitoring inspection visit, the Regulation Officer provided feedback to the Registered Manager.

This monitoring inspection report outlines our findings and includes areas of good practice identified during the visit.

SUMMARY OF VISIT FINDINGS

The following is a summary of what we found during this monitoring inspection.

During this monitoring inspection, the Regulation Officer did not identify any serious concerns concerning the care or protection of children and young people.

Management of the service

The Standards outline the Provider's responsibility to ensure that where people stay is right for them and safe. There will be a management structure in place, with an integrated organisational and governance framework, which is appropriate to the needs, size, and complexity of the service.

Recruitment and retention of staff continues to be a challenge for this service; however, they are now using agency staff to supplement permanent and bank staff, enabling the service to maintain staffing levels in line with its Statement of Purpose.

There has been some instability in the Registered Manager role; however, the current manager has the experience, knowledge, and skills to manage the service effectively.

This service has recently appointed a facilities manager who is helping schedule a program of works for 2024 to ensure the safe running of the facility. This includes the completion of the installation of an updated CCTV system, a communication deck, and refurbishment of the care receivers' bathrooms and outside courtyard area.

The Registered Manager continues to feel supported by the senior leadership within the organisation. They gave the example of the service being close to capacity and senior leadership recognising this and taking on board the current pressures.

Care and support

The Standards outline that people in receipt of care and support should experience compassion, dignity, and respect. Care receivers, where appropriate, should be involved in all decisions relating to their care and support in a way that respects their rights, individuality, and beliefs.

Partnerships with other agencies, such as Education and CAMHS, have strengthened, with evidence of good supportive work happening for care receivers. There has also been some education offered for young people outside of the statutory age required under the law, and a charity is also providing some basic English and Maths skills support. There are also discussions to formalise this arrangement and work more closely with Skills Jersey. This is an area of good practice.

The Regulation Officer noted several examples of excellent person-centred care delivered by a compassionate and skilled staff team. In addition, risk management regarding individual carer receivers' needs was evident, including recognition of relationship dynamics with other care receivers. This was carefully thought through to ensure their welfare was protected, but there were also periods of association and structured activities.

Care receivers' religious and cultural needs are being met in this service. The Regulation Officer was assured that family time was proactively promoted, and staff supported care receivers to repair familial relationships.

The Registered Manager commented that more can be done to support those children and young people who access this service. In the following year, the service will be looking at introducing a model of care that includes specialist interventions, such as working with children and young people who are at risk of criminal or sexual exploitation. This will be a positive step forward for this service now there has been an extended period of stability.

Choice and safety

The Standards outline the Provider's responsibility to ensure that people will feel safe and are kept safe. People will be supported, enabled, and empowered to be as independent and autonomous as practicable. People's rights will be supported and protected.

Notifications made to the Commission were reviewed. These were appropriate and helped inform how the management and staff team have successfully responded to several significant incidents. The Registered Manager demonstrated learning from incidents and how this had been implemented. Appropriate debriefs and follow-ups were also provided to the care receivers and staff involved.

In recent months, the Registered Manager reported some slippage regarding MAYBO (Prevention and Management of Violence and Aggression (PMVA) model) training refreshers. However, this has been recently addressed with an external trainer who has delivered refresher training to part of the staff team and two new starters. The remaining staff members are due to have a refresher in January 2024.

Positively, two additional trainers are now available within the wider organisation. The Registered Manager plans to meet with the Learning and Development Manager for Children's Social Care in January 2024 to schedule monthly refresher training that includes incident analysis and reflective learning discussions.

Monthly risk management meetings now take place to consider all aspects of risk management for the service, for example, staffing levels, fire safety, and the use of the PMVA model.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards, and best practice.



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