



Jersey Care  
Commission

## **INSPECTION REPORT**

**Oakwell**

**Care Home Service  
(Short Breaks Centre)**

**Park Estate, Rue Des Genets  
St Brelade  
JE3 8EQ**

**11 and 26 October and 10 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.

The service ensures that children and young people receiving care are protected and receive exceptional care from a committed and passionate staff team. The staff prioritise the well-being and welfare of the children/young people, working collaboratively to ensure their needs are met.

The staff team reported feeling the pressure caused by staff vacancies. The team continued to work effectively despite this.

Staff recruitment has proven challenging, leading to the temporary closure of the children's home on Sunday mornings, with reopening scheduled for Monday afternoons due to insufficient staffing levels. The Registered Manager provided assurance that this has not adversely affected service delivery, as they have successfully reorganised alternative care packages.

A carefully designed environment has been created to cater to the needs of the children/young people. It strikes a balance by offering personal spaces for privacy while providing shared facilities for communal support and activities. All areas are accessible and thoughtfully adapted, allowing comfortable recreational time for the children/young people.

Emphasis is placed on enteral feeding and medication training, which is prioritised and initiated for all staff members during their induction period. This ensures that the entire staff team is well-prepared to provide support in these critical areas for any children/young people accessing the service who may require assistance, thereby ensuring safety and efficiency.

The service employs registered nurses to address the nursing requirements of the children/young people. However, there has been a notable decrease in nursing staff numbers, prompting the consideration of utilising agency nurses.

The Regulation Officer observed that the management of medications in the children's home was comprehensive. This included weekly audits and stock checks of medications undertaken by the registered nurse and senior staff members.

Staff recruitment is conducted with a focus on safety, with oversight provided by the Registered Manager in collaboration with the organisation's broader human resource (HR) department.

The service provides detailed care plans and risk assessments for each care receiver accessing the service. The plans are tailored to address every care receiver's specific needs and circumstances.

The Registered Manager's oversight of the children's home's health and safety governance, including fire safety, is thorough, with evidence of systematic organisation.

The Regulation Officer was assured that mandatory training and staff supervision is managed and delivered as recommended by the Children's Home Standards.

Significantly, the feedback received from parents and professionals consulted during this inspection was positive about the service.

## 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><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 1.5</p> <p><b>To be completed by:</b> 12 months from inspection</p>	<p>The service is operated by the Government of Jersey through Children, Young People, Education and Skills (CYPES) department. Policies for this provision are shared across the CYPES services.</p> <p>During the inspection, the Regulation Officer reviewed several health and safety policies, noting that some were out of date.</p> <p>Essential policies used by the home require review and updating.</p> <hr/> <p><b>Response of Registered Provider:</b></p> <p>As stated the service uses essential policies provided under CYPES. As such we are awaiting updated policies to be cascaded. I have escalated this to the head of Health and Safety for CYPES, with a request for a review of the Health and Safety policies.</p>
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<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 2.4</p> <p><b>To be completed by:</b> within 3 months of inspection</p>	<p>The inspection has evidenced that the staff team is going through a phase of instability. Insights from the inspection emphasise that the recent departures of team members and communication challenges have contributed to the team feeling unsettled.</p> <p>To address this, it's imperative that communication methods with the staff team are further developed; to ensure that a resilient work environment is progressed.</p>
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	<p><b>Response of Registered Provider:</b></p> <p>Developments since the inspection date-</p> <p>1-Team meetings have been re-instated after the school holidays. Oakwell do not conduct team meetings in the school holidays as we have an open communal area and, alongside confidentiality issues, the staff team are focused on the children throughout the day.</p> <p>2-A referral has been sent to the wellbeing team in order to arrange an away day for team building. A bespoke package is being arranged.</p> <p>3-Senior management have consulted with the staff team for feedback around concerns and have answered questions around areas that have been causing anxiety.</p> <p>4-Two permanent Residential Child Care Officers (RCCO) have been appointed one prior to the inspection who started work in December and one who will start in February 2024.</p> <p>5-One agency nurse and one agency RCCO are now working at Oakwell.</p>
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The full report can be accessed from [here](#).