



**Jersey Care  
Commission**

# **Summary Report**

**Glanville Care Home**

**Care Home Service**

**70-74 St Mark's Road  
St Saviour  
JE2 7LD**

**14 and 21 December 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.

There is a clear management structure within the home. Staff members are divided into two teams who work opposite each other. The Deputy Manager and the Registered Manager lead these teams. Staff expressed satisfaction with working in these teams and being supported by the Registered Manager. In addition, there was evidence of mutual respect between the Registered Manager and the staff team, which promoted a positive working environment. There was also evidence of adequate training and supervision for staff in line with the Standards.

The overall feedback from care receivers, their relatives and a health and social care professional was positive. Care receivers expressed satisfaction with the home, their rooms and staff. The Regulation Officer found a relaxed atmosphere throughout the home, and staff were observed interacting respectfully and cheerfully with care receivers.

The Regulation Officer observed high standards of cleanliness in every part of the home. Care receivers and relatives commented on the 'homely atmosphere'. There is an ongoing plan to refurbish some areas of the home, and the shower room on the first floor is nearing completion. Following this, there are plans to change ensuite bathrooms in some bedrooms and refurbish the lounge.

There was evidence of policies and procedures in place to protect the safety of staff and care receivers. The home informs the Commission of notifiable events and demonstrates compliance with its registration conditions.

A medication inspection demonstrated that medications are stored securely and administered appropriately. Guidance was given by the Pharmacist Inspection concerning some areas of medication management; this is highlighted further under the heading 'choice and safety'.

There was evidence of a variety of activities for care receivers. This included 'laughing yoga'. Some of the staff team are receiving training so that this activity can be provided on a more regular basis.

One low-level complaint had led to a food audit and, as a result, positive changes to the menu. This is good practice.

There were no areas for improvement as a result of this inspection.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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