



**Jersey Care  
Commission**

# **Summary Report**

**Thomas House**

**Care Home Service  
(Supported Accommodation)**

**21 Kensington Place  
St Helier  
JE2 3PA**

**6 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.

The inspection findings were positive, with only one area of improvement identified. The Registered Manager and staff actively participated in the inspection, ensuring any requests for information and records were met. Any additional information required post-inspection was promptly submitted electronically as requested.

The Registered Manager acknowledges the significance of conducting impact and compatibility risk assessments for all new young adults coming to live at Thomas House.

A transparent complaints procedure is in place for residents in the home. The Registered Manager handles complaints promptly and efficiently, preventing the need for escalation to senior management levels, as satisfaction is achieved through effective resolution.

Care receivers, staff members, and professionals who work with the service expressed confidence in providing feedback about the home, and all feedback received was positive.

The residence provides a comfortable and homely atmosphere. The communal areas offer practical and cosy spaces for the residents to utilise alongside the staff.

The home is effectively managed, with the Registered Manager and staff promoting an ethos centred on inclusion, relationship building, and maintaining a balance that respects the independence of the young adults while offering appropriate support when required.

The care records were found to be of good quality and reflective of the needs and personalities of the residents. The young adults seen during the inspection appeared relaxed and at ease with the environment. They expressed a positive perspective regarding both the home facilities and the support provided by the staff team.

The home benefits from a small, consistent, and unified staff team. Staff turnover has been minimal since the previous inspection; there are no notable concerns regarding staffing other than two current vacancies. However, the Registered Manager effectively manages this by utilising consistent bank staff to cover shifts when staff are unavailable.

## 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.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard: 3.10</p> <p><b>To be completed by:</b> 6 months from the date of inspection (6 December 2023)</p>	<p>Some required mandatory training is outdated and requires attention to ensure compliance to the standards. Staff members to be provided with the opportunity to complete the identified training that has expired.</p> <p><b>Response of Registered Provider:</b></p> <p>The mandatory and statutory training is being undertaken by all staff members to ensure that this is in date and current, it will be completed within the required 6 months.</p> <p>Staff are being offered ongoing training opportunities and professional development to ensure they are informed about and are capable of implementing the latest best childcare practices, regulatory requirements, and safeguarding protocols.</p>
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The full report can be accessed from [here](#).