



**Jersey Care
Commission**

Summary Report

Jersey Cheshire Home

Care Home Service

**Eric Young House
Rope Walk
St Helier
JE2 4UU**

20 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.

The recently appointed manager is a registered nurse with recent clinical experience relevant to the dependency and care needs of care receivers living in the home. While at times lower than the service's desired numbers, the staffing levels remain suitable and appropriate and meet the Standards. Staff recruitment is ongoing, and the home follows a strict recruitment process for all staff and volunteers. The governance arrangements in place to assess the quality and safety of the service are robust.

Care receivers' care needs can be highly dependent and complex at times, and care is delivered in accordance with personal plans. Samples of care records were detailed and evidenced care receiver or family involvement in their development and review. Care receivers' views of the home are sought regularly, and some are actively involved in helping influence how the home is run. The staff team had sufficient knowledge about care receivers' holistic needs, and adequate support and supervision were provided where necessary.

Samples of records show that training, supervision and appraisals are provided for staff. New staff and volunteers complete an induction programme, including supernumerary periods. The Registered Manager has developed a training plan to provide more specialist face-to-face training appropriate to care receivers' conditions.

Care receivers, families and health professional's spoke positively of the standard and quality of care delivered. Two family members expressed dissatisfaction with the way the service had conveyed crucial information to them, stating that it did not align with their preferences. Family members felt the management and nursing team were approachable and easy to talk with regarding any concerns.

There is one area for improvement arising from this inspection which relates to fire safety training for staff.

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.

Area for Improvement 1 Ref: Standard 4.2	All staff must be provided with fire safety training in a time frame that meet the requirements set by the Fire and Rescue Service.
To be completed by: with immediate effect	Response by registered provider: The recording of fire drills and training has been improved by implementing a new fire logbook and a training matrix to ensure all staff are provided with fire safety training in a time frame that meets the requirements set by the Fire and Rescue Service.

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