



Jersey Care
Commission

INSPECTION REPORT

Eden House

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

Le Cloches

St Clements

JE2 6NQ

23 February and 26 February 2024

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 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.

ABOUT THE SERVICE

This is a report of the inspection of Eden House, a short breaks children's home located in the parish of St Clement and operated by the Government of Jersey.

Within walking distance of the facility is a supermarket, and the home is equipped with two vehicles to facilitate care receivers' access to social activities and transportation to and from school. The location provides easy access to the main coastal road, bus services, and local beaches.

A self-contained flat is designated for teenage care receivers following a pathway to adulthood plan. This flat is fully equipped to assess and foster the development of independence and daily living skills.

Eden House's short breaks service enables care receivers to spend a specified period, including overnight stays, away from their homes. During these stays, young individuals engage in various activities within Eden House and the local community. A social work assessment outlining the required support level and specific outcomes determines the level of support provided. All stays are collaboratively planned with care receivers, their families, and other support systems such as schools and social clubs.

The home accommodates 12 care receivers, overseen by a staff team of eight full-time residential childcare officers (RCCO), the Registered Manager, and a part-time cleaner. The service currently has three job vacancies. Care staff work 24-hour shifts to ensure continuity for care receivers, with shift handovers starting at 2 PM. The presence of a domestic cleaner and the Registered Manager, who is on-site five days a week, further supports the operations.

Operating six days a week, the service caters to care receivers aged nine to seventeen years old.

Regulated Activity	Care Home Service
Mandatory Conditions of Registration	Type of care: personal care, personal support Category of care: children and young people Maximum number of care receivers: three Maximum number in receipt of personal care/support: three Age range of care receivers: 0 - 18 Maximum number of care receivers that can be accommodated in the following rooms: bedrooms 1 and 2 - one person, flat - one person
Discretionary Condition of Registration	None
Dates of Inspection	23 February and 26 February 2024
Times of Inspection	9.30- 12.30 and 16.30- 18.30
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers	Two

The Government of Jersey operates the Care Home service, and there is a Registered Manager in place. Since the last inspection on 4 July 2023, the commission received an updated copy of the service's Statement of Purpose. This was submitted on 19 February 2024.

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 role of the Registered Manager at Eden House is essential for facilitating service referrals and conducting compatibility assessments for respite care. They prioritise maintaining high standards, proactively managing admissions to prioritise individuals whom the service is equipped to support. The Registered Manager ensures well-being through risk compatibility assessments, assigning link workers to ensure that files are maintained and conduct assessments. Collaboration with social workers, regular updates, and detailed session plans contribute to a comprehensive approach. The commitment extends to monthly summaries for 'Child in Need' meetings, emphasising coordination.

Eden House has challenges with staffing shortages despite ongoing recruitment efforts and utilises staff flexibility to tackle the issue.

A person-centred approach was evident in care planning, capturing the care receiver's voice. Collaboration with social workers, interagency links, and successful transitions to adult provision evidenced a commitment to positive outcomes.

Collaborative working at Eden House emphasises positive relationships, open communication, and close family involvement; an example of this was the use of a communication book which documented respite activities.

Proactive support during transitions, staff shadowing, diverse experiences and safe care demonstrated a commitment to individualised care. Regular staff meetings, communication practices, and comprehensive documentation provide a supportive and engaging environment.

Staff supervision is undertaken consistently and is complimented by, adapted forms, training, regular check-ins, structured appraisal processes, and monitoring by the Registered Manager. These practices contribute to staff development and support, fostering a positive work environment.

The use of the whistleblowing policy, active development of an induction programme, regular communication, and effective meetings evidenced governance and communication practices at Eden House.

Recognition and inclusivity practices include celebrations, and nominations for incentives, birthday and farewell recognitions, and positive communication. These practices contribute to a positive work culture, fostering a sense of belonging and appreciation.

Policies at Eden House were well-organised, with a focus on fire training and considerations for scenario training due to challenges in fire drills.

INSPECTION PROCESS

This inspection was announced and completed on 23 February and 26 February 2024 to ensure that the Registered Manager would be available during the visit. One Regulation Officer undertook both visits.

The Care Home Standards were referenced throughout the inspection.

This inspection focussed on the following lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

Before the inspection, all the information held by the Commission about this service was reviewed, including the previous inspection reports.

The Regulation Officer gathered feedback from two care receivers and two of their representatives. They also had discussions with the service's management and other staff. Additionally, feedback was provided by three professionals external to the service.

Policies, care records, incidents and complaints were examined as part of the inspection process.

After the inspection, the Regulation Officer provided feedback to the Registered Manager.

This report sets out our findings and includes areas of good practice identified during the inspection.

INSPECTION FINDINGS

At the last inspection, no areas for improvement were identified.

Is the Service Safe

Emphasising the importance of creating a safe environment so care receivers are protected from avoidable harm, with a focus on policies and procedures.

The Registered Manager of Eden House is pivotal in the decision-making process related to service referrals and assessing compatibility for individuals seeking respite care.

With a commitment to maintaining the highest standards, the Registered Manager avoids admitting young individuals with highly complex needs, emphasising that additional provisions need to be developed to meet these needs. The Registered Manager acknowledges the significance of staff experience, particularly valuing insights from staff who have worked in other settings, as they bring a wealth of knowledge to facilitate optimal matches between children and the respite care services provided by Eden House.

Ensuring the well-being of young people is paramount for the Registered Manager, who ensures that risk compatibility assessments are in place. This approach ensures safeguarding the quality of respite experiences and provides assurance that the unique needs of each individual are thoroughly considered. Every young person accessing the service is assigned a dedicated link worker to streamline this process. These link workers are responsible for maintaining up-to-date files, regularly updating session plans, and completing risk assessments, all under the supervision of the Registered Manager.

The Registered Manager expresses positive discussions with social workers during referral discussions. Ongoing communication ensures that all young people's files undergo updates in the first quarter of the year and whenever there is a change in their needs. This attention to detail extends to preparing session plans, including comprehensive risk assessments, before each shift. The link worker compiles information from these plans to create a monthly summary. This summary serves as a valuable contribution to Child in Need (CIN) meetings, enhancing the overall coordination and effectiveness of the support provided to care receivers at Eden House. Through these measures, the Registered Manager and the team at Eden House are committed to maintaining a secure and supportive environment for respite care.

Eden House faces staffing shortages, with eight full-time staff instead of the recommended 11. The Registered Manager acknowledges that the situation is manageable, partly due to two care receivers transitioning. There are upcoming recruitment efforts, including the recent addition of a new staff member. The Registered Manager emphasises the flexibility of existing staff in adapting to the staffing situation. However, past challenges, such as cancelling planned respite services due to staff sickness, underscore the impact of staffing shortages on maintaining regular services. Overall, Eden House is mitigating the risks through flexibility and strategic adjustments, and through continued recruitment efforts.

Professional feedback regarding safety included:

“Eden house both the manager and staff have a robust approach to safety and each child is not only covered by the general risk assessment, but each individual child also has additional risk assessed to provide a bespoke plan, to fully embrace their needs.”

Is the Service Effective and Responsive

Assessing the organisation of the service so that care receiver's needs are respected and met.
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Eden House employs a person-centred approach in its assessment and care planning processes, ensuring that the care receiver's voice is central to decision-making. The regularly reviewed care receiver files are committed to capturing individual perspectives and preferences, fostering a tailored approach to care and support. These files were comprehensive and holistic, providing a thorough understanding of the support offered.

Social workers typically carry out the referral process, emphasising collaboration between Eden House and external agencies involved in the care receiver's well-being. Establishing links with other services highlights a coordinated effort in addressing the care receiver's needs, with particular emphasis on information sharing between Eden House and their school.

Positive progress in transitioning young people to adult provision was discussed, highlighting a successful and considerate approach to this significant life transition. This demonstrates a commitment to continuous improvement and positive outcomes for care receivers.

Eden House is dedicated to collaborative working and fostering positive relationships with professionals and services.

The emphasis on open communication reflects a commitment to exchanging information to benefit the children and young people in their care. The importance of transparency was highlighted by the staff's ability to speak freely and the open communication with professionals, ensuring all stakeholders are well-informed and engaged in supporting all care receivers.

A close working relationship with the families of the care receivers is a key focus for Eden House, the use of a comprehensive communication book and check-in's with family members evidenced this. Collaboration is crucial for holistically understanding the care receiver's needs and providing consistent, practical support. A communication book is emphasised as a tangible tool for facilitating communication with parents and caregivers.

The involvement of young people in printing pictures of their activities in the book adds a personal touch, promoting a sense of involvement and ownership. Notably, the communication book also documents pictures of activities during respite stays, offering a visual record of the experiences and accomplishments of the young people. This documentation serves as a communication tool and contributes to young people's sense of agency and self-expression.

Is the Service Caring

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.

Eden House provides proactive support during transitions, recognising the crucial role in the well-being of young individuals and demonstrating a commitment to individualised care. The practice of arranging shadowing for staff from other services within Eden House contributes to seamless integration and ongoing skills development, ensuring a high standard of continuing care.

Eden House provides an environment for diverse experiences which showcases an understanding of the benefits of the well-rounded development of young people. The thoughtful decision to have essential furniture in bedrooms reflects a commitment to creating an adaptable and responsive environment for diverse needs.

Eden House is well maintained, clean, and a tidy environment, contributing to the physical well-being and fostering a positive living atmosphere.

Weekly staff meetings are a platform for collaboration and communication, facilitating discussions on care receivers, updates, and information sharing for a cohesive and informed team approach.

The importance of weekly meetings in keeping care personalised through effective communication and information sharing was highlighted. Additionally, the acknowledgement of disseminating meeting minutes ensures that crucial information is shared even in the absence of team members, fostering an informed and aligned approach to care.

During the inspection there was evidence that Eden House provides staff development and support through regular supervision every four weeks. The Registered Manager's awareness of the need to adapt the supervision form to suit the residential/short breaks was acknowledged.

The proactive approach of providing training on supervision to the staff team was recognised, as well as the team's involvement in redesigning the supervision form, ensuring it reflects the specific requirements of residential care and short breaks. Regular check-ins with the manager and formal supervision provide an extra avenue for communication, support, and addressing immediate concerns.

The organisation-led online appraisal process was highlighted for its structured approach, ensuring consistent assessment and monitoring of staff performance. The Registered Manager' actively monitors and oversees the appraisal process.

Professional feedback included:

"They [Eden House] had developed an individualised behaviour support plan and were aware of the sensory needs and preferences of the child. They understood the need for consistency across different environments, such as home and school, to best support the child."

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.

It was recognised during the inspection at Eden House, the use of the organisation-wide whistleblowing policy is provided in order to promote a culture of openness and accountability. The Registered Manager's confidence in staff raising concerns directly or approaching higher authorities indicates a trustful and supportive environment, fostering prompt and effective resolution of problems, this view was echoed in staff feedback gained during the inspection.

There have been no complaints about the service since the last inspection.

The Registered Manager has developed an induction programme for children's residential homes, with a pilot trial at Eden House.

Regular communication and collaboration between registered managers through twice-weekly check-ins promote teamwork and allow the exchange of ideas, and support practices across different residential homes. Additionally, the frequency of operational managers meetings once a week provides a platform to discuss operational matters, share updates, and ensure coordination across different levels of management.

The importance of Keeping in Touch (KIT) meetings in ensuring that all multi-disciplinary professionals are informed and connected was acknowledged, positively contributing to a cohesive and well-informed team and fostering a sense of community within the organisation.

The existence of multiple communication channels, including check-ins, operational meetings, and KIT meetings ensure effective dissemination of information and provide staff members with various opportunities to stay connected and engaged.

Eden House demonstrates a commitment to recognition and inclusivity through various practices. Mandatory training on equality, diversity, and human rights ensures staff members promote inclusive care.

Celebrating success in weekly meetings promotes a positive work environment, boosting morale and promoting appreciation. The initiation of nominating staff for a complimentary breakfast serves as a recognition tool and a positive incentive, contributing to a supportive workplace culture.

The celebration of birthdays and farewells in an appropriate manner recognises individual milestones and contributions, fostering a sense of community. These practices collectively contribute to a positive work culture at Eden House, creating a sense of belonging, boosting staff morale, and promoting a supportive and inclusive team environment.

The efforts of the Registered Manager to seek feedback from staff regarding the effectiveness of these initiatives ensures continuous improvement and refinement based on the preferences and needs of the team. Overall, these practices reflect an inclusive and appreciative approach within the organisation, acknowledging the unique contributions of each staff member.

Eden House has efficiently organised its policies into dedicated folders, storing them alongside staff training certificates. During the inspection, fire training was discussed, and safety protocols were evident through weekly fire alarm testing. However, challenges in conducting fire drills due to the young people's additional needs were noted. To address this, immediate consideration has been given to implementing scenario training for staff to enhance their preparedness in emergencies.

There was evidence that the Registered Manager actively participates in a working group focused on standardising policies across various children's homes, promoting consistency and efficiency in risk management.

Staff feedback was overwhelmingly positive with comments made:

“The team are extremely supportive and always on hand if you were to be unsure about something.”

“I find my manager xxx very supportive and approachable which is lovely, personally I haven't had to raise any issues however if I had any I know xxx would listen and response giving advice.”

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan is not required.

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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