



**Jersey Care  
Commission**

## **Summary Report**

**Lavender Villa Care Home**

**Care Home Service**

**La Rue a Don  
Grouville  
JE3 9DX**

**13 and 14, 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 safety of the service was inspected through the management of medication and staff training. It was found that medication is managed in an ordered, systematic way. The practices balanced safety and care receivers' choices. Statutory and mandatory training topics were found to comply with Standards.

There was evidence that the team actively sort and addressed the wishes and preferences of care receivers regarding their present and future care and support. Additionally, they proactively gain feedback on how care receivers and their representatives feel the service is running.

Staff were observed to emulate a respectful, caring approach when interacting with care receivers and each other. Feedback to the Regulation Officer from care receivers regarding staff was consistently positive. Care records sampled contained holistic initial assessments, care plans following assessment, and risk assessment.

The care home atmosphere was warm and welcoming. The lounge was quiet and calm on some occasions and lively and sociable at other times. Many activities were offered for care receivers to engage with if they wished. The inside of the home is visibly clean, tidy, and well-maintained. Outside the home, no barrier or fence exists between the care home and the adjacent land. This is an area for improvement.

There is governance oversight and clear lines of escalation from the LV Care Group. The Provider ensures monthly service reviews, produces the service policies and procedures, and sets the audit cycle.

A positive culture regarding staff attitudes and approaches was observed, and it appeared to derive from the Registered Manager's attitude and approach. The Registered Manager had a complete understanding of their role and responsibilities and a value-based approach to leading and managing.

## 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> Regulation 18 (2) (b) Standard 7.1</p> <p><b>To be completed by:</b> 14 August 2024, six months from the date of inspection.</p>	<p>The Registered Provider must ensure the outdoor space is well maintained and decorated to provide attractive and usable space. Therefore, the Provider is required to construct a fence along the border of the registered premises, between the care home and the adjacent land that lies to the west of the care home.</p>
	<p><b>Response of Registered Provider:</b></p> <p>The LV Care Group strive to ensure that the exterior of our homes and gardens are as welcoming as the interior. We acknowledge that this has not been the case at Lavender Villa.</p> <p>The plan is to construct the fence along the border of the registered premises and the adjacent land. The fence will be constructed to enable staff and residents to decorate as they wish. Such as a 'living wall' or mural.</p>

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