



**Jersey Care
Commission**

Summary Report

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

Le Cloches

St Clements

JE2 6NQ

23 February and 26 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.

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](#).