



**Jersey Care
Commission**

INSPECTION REPORT

05 Children's Home

Children's Home Service

**Liberte House
19-23 La Motte Street
St Helier
JE2 4SY**

18 & 20 March 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 a children's home. It is one of several children's homes operated by the Government of Jersey. The name and address of the home have not been included in this report to preserve the privacy of any children or young people living there.

The home is situated on the outskirts of St Helier in a residential area with neighbours on both sides. The home has four bedrooms, each with an en-suite bathroom. The ground floor has a spacious lounge, a kitchen diner, and a toilet. One of the bedrooms is used as an office during the day and a staff sleep in room at night. The property has small front and back gardens and parking.

Regulated Activity	Children's Home Service
Mandatory Conditions of Registration	Type of care: Personal care and personal support Category of care: Children and Young People (0-18)

	<p>Maximum number of care receivers: 3</p> <p>Age range of care receivers: 12-18 years</p>
Discretionary Condition of Registration	The Registered Manager must complete a Level 5 Diploma in Leadership in Health and Social Care by 22 February 2027.

Date of Inspection	18 & 20 March 2024
Time of Inspection	10:00 – 14:35 & 15:00 – 16:05
Type of Inspection	Announced
Number of areas for improvement	Two
Number of care receivers using the service on the day of the inspection	Withheld to protect the identity of any children or young persons living there.

This children’s Home is operated by The Government of Jersey through the Children, Young People, Education and Skills (CYPES) department, and there is a Registered Manager in place.

The discretionary condition on the service’s registration was discussed, and the Registered Manager is currently working towards the Level 5 qualification.

Since the last inspection in June 2023, the Commission received an updated copy of the service’s Statement of Purpose on request following the registration of a new Registered Manager for the service. This has been updated again since the inspection at the request of the Regulation Officer in respect of numbers of staff and qualifications instead of individual staff team names.

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 Statement of Purpose specifies that the aim of the service is to provide a stable and positive environment for young people and prepare them for leaving care with the appropriate skills. The results of the inspection correlate with the Statement of Purpose. The Registered Manager also confirmed that the staff teach skills such as laundry, cooking, shopping, amongst other life skills.

During the inspection the home had a calm, relaxed, and homely atmosphere. A member of staff was making homemade soup and menu planning for the rest of the week. Menus are created and based on the young people's choices. The home has modern fixtures and fittings, and the lounge is used frequently. New admissions to the home are given the opportunity to decorate their bedrooms to suit their taste.

This consistent, dedicated staff team has a wealth of experience caring for children and young people. The compassionate way the staff team spoke about children and young people was evident during discussions.

The team reported that they feel supported by the Registered Manager and are encouraged to bring ideas and suggestions to their supervision sessions. The staff team also meets weekly with the Registered Manager to discuss challenges, issues and things that are working well. The staff reported that this is important due to the nature of the role and the challenges faced.

Care planning evidenced a person-centred approach and showed clear objectives and goals.

Risk assessments and safety plans were thorough and reviewed regularly by the appropriate staff.

Collaborative working between the staff team and other professionals was evidenced during the inspection.

Staff training is considered pivotal to running this service due to the potential needs of some of the children or young people residing at the home.

Notifications are submitted to the Jersey Care Commission in line with the care home standards.

There are two areas for improvement from this inspection.

INSPECTION PROCESS

This inspection was announced and was completed on 18 & 20 March 2024. Both inspections were announced and notice of the first inspection visit was given to the Registered Manager one week before the visit. This was to ensure that the Registered Manager would be available during the visit.

The Care Home Standards were referenced throughout the inspection.¹

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?**

Prior to our inspection all the information held by the Commission about this service was reviewed, including the previous inspection report.

¹ The Care Home Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.je/Standards/>

The Regulation Officer did try but was unable to obtain feedback from any care receivers on either visit. Feedback was requested from all staff, however only three staff, the Registered Manager and the independent visitor who completes their monthly quality reports responded.

As part of the inspection process, records including policies, Statement of Purpose, care records, monthly quality reports, recruitment, training and supervisions were examined.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager verbally and by email.

This report sets out our findings and includes areas of good practice identified during the inspection. Where areas for improvement have been identified, these are described in the report and an improvement plan is attached at the end of the report.

INSPECTION FINDINGS

At the last inspection, one area for improvement was identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how this area would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that changes had been made. This means that there was evidence that the health plans were accurate/reflective of appointments that have been attended/declined and documented, in accordance with their Statement of Purpose section on Health and Wellbeing.

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.

As outlined in the service's Statement of Purpose, the admission process to this children's home incorporates an initial discussion with the Registered Manager to go through the referral paperwork. This is followed by an impact risk assessment, which identifies risks from the referral paperwork and how likely a match the child will be with any other children or young people living in the home, then an admission meeting to establish purpose and length of placement will take place. If all parties agree that a placement is appropriate, then a planned induction will be arranged. Same-day admissions will only be considered subject to an impact risk assessment and agreement from the senior management team.

The Registered Manager and staff team disclosed that, in their opinion, there had been incompatible admissions which had resulted in an escalation of incidents. They cited that this was possibly due to a lack of appropriate alternative placements; therefore, the impact risk assessments were not followed. These concerns were highlighted in the recent report produced by an independent visitor and have been escalated to senior management to reduce reoccurrence. Monthly visits by an independent visitor are in place to comply with the Regulation of Care (Standards and Requirements) (Jersey) Law 2018.

The staff team consists of the Registered Manager and several residential childcare officers. Most of the staff team are Level 3 Regulated Quality Framework (RQF) qualified. Currently there are two vacancies which are being filled with long term agency staff. A minimum of two staff are always on duty which can be increased depending on the needs of the young people.

The Regulation Officer viewed the home's health and safety folder and was satisfied that maintenance checks, water management and Control of Substances Hazardous to Health (COSHH) are monitored by the appropriate authorities.

Risk assessments are in place covering a range of potential risks. These are regularly reviewed and updated where necessary. These were viewed during the inspection.

The staff team complete audits three times a day including medication, key count, and hazards in the home. These audits are documented and signed.

Medication management was explored during the inspection. Following recommendations from the last inspection, the home is now equipped with a locked medication cabinet suitable for controlled medication when required. Most of the staff team have completed the Regulated Qualifications Framework (RQF) Level 3 in Medication Administration and CYPES have put measures in place to check competency annually. The Registered Manager was advised to ensure the staff team complete a competency check this year, however currently there are no children or young people with medication needs.

The home's fire logbook was examined during the inspection which evidenced that fire drills and monthly checks were not being carried out in line with the Children's Homes Standards. This was acknowledged by the Registered Manager and will be an area for improvement. Reassuringly, Personal Emergency Evacuation Plans (PEEP) were in place and up to date.

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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Notifications submitted to the Commission were discussed at length with the Registered Manager and staff team as it was observed that these had increased since the start of the year. They confirmed that due to certain circumstances there were more incidents which required reporting. In the weeks prior to the inspection, the notifications relevant to this home had decreased significantly and a supporting rationale was available.

All children and young people admitted to this children's home are encouraged to participate in activities, stay in education, observe religious cultures, and keep in contact with family and friends whilst maintaining stability, feeling safeguarded and protected from harm.

Children and young people can express their individuality by having their bedrooms decorated to their taste and feeling that this is their home.

The staff team work collaboratively with many other professionals including Child and Adolescent Mental Health Services (CAMHS), social workers, psychologists, education professionals, depending on the individual care needs of any children or young person residing at the home.

The staff team demonstrated understanding of their complaints procedure by talking through a previous complaint by a young person to the Regulation Officer and how it was dealt with and resolved. On admission, each young person is given a copy of the homes complaints procedure and given information on external agencies who can provide support and advice.

Safeguarding of children and young people is a priority in this home and staff demonstrated a thorough knowledge of this during discussions. They have procedures in place should a safeguarding concern arise.

Is the Service Caring

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

This service uses an online case recording system called “Mosaic”. The consensus of the staff team is that this programme is “too bitty” and it’s difficult to navigate. The programme covers all aspects of health and care planning including risk assessments, advocacy, health assessments, positive behaviour support, learning and education along with goals and objectives and planning for the future. Plans are reviewed and updated monthly by the staff team/keyworkers and residential daily notes are completed every shift or more often if required. Safety plans are in place for events such as missing episodes. Care plans were reviewed as part of the inspection. Every young person is encouraged to be involved in their own care plans.

This home benefits from having a staff team and Registered Manager who showed a commitment to wanting to nurture and care for the children, promote positive behaviours, and teach useful skills to promote independence in preparation for leaving the home.

Children and young people are invited to regular “house” meetings with the staff team who encourage them to talk about any issues, suggestions or ideas for the home. Staff told the Regulation Officer that the emphasis is on getting the children’s voices heard.

Duty rotas seen by the Regulation Officer evidence adequate staffing to run the home safely, however, agency staff are also utilised alongside permanent members of the staffing team to meet the standards for safe staffing levels.

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.

The registered managers of all the children's homes meet three times per week, twice online via Microsoft Teams and once face to face. This was acknowledged to be supportive, informative, and beneficial for the managers. They discuss challenges throughout the service, service development, and work together to overcome issues with the support of the senior leadership team.

During the inspection, staff were asked to show the Regulation Officer all the policies they refer to in this children's home as it did not appear to be clear. Numerous policies for CYPES, Health and Community Services and Government of Jersey (GOJ) were viewed, and many were not applicable to children's homes or were in need to be updated. The respective organisations have a responsibility to regularly review and update policies therefore this is an area for improvement. The Regulation Officer was advised by the Registered Manager that policies are going to be developed specifically for children's homes, however this was not in place at the time of inspection.

The Government of Jersey has policies and procedures in place to ensure safe recruitment of staff. The Registered Manager viewed the Disclosure and Barring Service (DBS) certificate and references of a recently appointed staff member, however, will request a copy of the DBS to keep in the personnel file. The Commission checks safe recruitment with the Government of Jersey Human Resources Department 'People hub' several times per year.

Newly recruited staff work through an 18-week induction programme where they complete mandatory training for the role and are subject to regular supervisions. New staff must pass their probationary period. One of the staff team is currently working on creating a portfolio of standards of practice (SOP's) for any new staff to the home which will assist in day-to-day tasks such as ordering on the government 'connect' system, doing the daily shopping, or how to navigate the 'mosaic' system.

Formal supervision takes place in line with the standards for all staff in this home. This is in the form of one-to-one, group and debrief sessions. This was evidenced during the inspection and confirmed by several of the staff team during discussions.

The Government of Jersey uses an online management system called “connect people” for all staff to create and submit objectives for the year which are then discussed with their line manager throughout the year, followed by an annual appraisal.

Staff training is pivotal to this home to meet the mandatory conditions of registration and the standards. A blended approach to staff training with both online and face-to-face training is supported. The Registered Manager has produced a folder with a list of training required for every member of the staff team which they date and sign when the training is completed. This information is then uploaded on a spreadsheet by the Registered Manager. Both were viewed at inspection.

The Regulation Officer was provided with evidence through discussions with staff, and observations throughout the inspection, that this is a well-run children’s home with experienced and caring staff who strive to care for children and young people in a nurturing and positive manner.

IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 10.3 and Appendix 1</p> <p>To be completed by: immediately following the inspection.</p>	<p>The Registered Manager must ensure that children and young people and support workers know what to do if there is a fire. Fire procedures set by the States of Jersey Fire and Rescue Service must be in place and followed. Records must be kept of fire drills and equipment testing.</p>
	<p>Response of Registered Provider:</p> <p>The residential home will ensure that we have fully met Standard 10.3, a task we have already accomplished and can substantiate with evidence.</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 1.5 and Appendix 2</p> <p>To be completed by: 6 months following the inspection (September 2024)</p>	<p>Policies and procedures based on best practice and evidence must be accessible to everyone, regularly reviewed and updated. Policies must be appropriate to the setting.</p>
	<p>Response of Registered Provider:</p> <p>The residential facility recognises the necessity for tailored policies and procedures, and the senior management team is exploring options to acquire the services of a policy writer.</p>

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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