

**THE JERSEY CARE COMMISSION**

**IMPROVEMENT NOTICE**

<b>Name of regulated activity:</b> Beaumont Villa	<b>Name of Registered Persons:</b> Caroline Roberts Aria Care Group Ltd
<b>Address of regulated activity:</b> Beaumont Villa Care Home Rue de Craslin St Peter JE3 7HQ	
<b>Issue Date:</b> 22 April 2024	
<b>This Notice sets out the Regulations that have been contravened.</b>  <b>The Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018.</b>	

## 1. Regulation 5 (2) (4) – Conduct of a Regulated Activity

(2) The registered manager must lead and manage the regulated activity in a way that is consistent the Statement of Purpose.

(4) A registered person must ensure that the regulated activity is carried out in such a manner as to maintain good personal and professional relationships with both workers and service users.

There was found to be a lack of managerial presence in the home, which was determined to be an area for improvement at the time of the previous inspection in August 2023. This raises concerns about the provider's commitment to providing an appropriate level of managerial oversight, support, and leadership within the home.

**Action: The managerial and leadership arrangements must be strengthened to lead and manage the home in a way that is consistent with the Statement of Purpose. The staffing rotas must accurately record the Registered Manager's presence in the home. The registered provider must complete this action with immediate effect.**

## 2. Regulation 17 (4) (a) (c) and (5) – Workers

(4) The registered person must:

(a) ensure that at all times suitably qualified, skilled, competent and experienced people are working in the regulated activity in such numbers as are appropriate and sufficient to meet the needs and ensure the health, welfare and safety of service users.

(c) ensure that workers receive appropriate training, professional development, supervision and appraisal to enable them to provide care and treatment to users to a safe and appropriate standard.

(5) The registered person must have in place and adhere to a recruitment policy, undertake such criminal records checks for workers as are appropriate for each workers role and obtain and keep such information as would enable as practicable for the requirements of the regulations to be met.

There was evidence that the home has fallen below the standards required to to meet minimum staffing levels for care and domestic staff, safe recruitment practices, supervision and qualification levels for care staff.

**Action: The registered provider must ensure that the requirements of regulation 17 are met and that all policies and practices relating to workers meet the minimum standards. The registered provider must complete this action with immediate effect in relation to safe recruitment practices. All other requirements for Regulation 17 must be completed by 15 June 2024.**

### **3. Regulation 14 (3) – Management of medicines**

(3) The registered person must ensure that any worker involved in the dispensing and management of medicines has appropriate training.

When administering medications, Standard 6.8, Appendix 9- Medicines Management, stipulates that ‘the administration of medicines will be undertaken by trained and competent care/support workers’, ‘who have completed an Accredited Level 3 Medication Administration Module’. There was no evidence indicating that all senior care staff listed on the staffing roster possessed these qualifications.

**Action: The registered provider must ensure that care workers do not administer medication unless they have completed an Accredited Level 3 Medication Administration Module, as set out in Standard 6.8 and Appendix 9 of the Care Home Standards. The registered provider must complete this action with immediate effect.**

### **4. Regulation 10 – Health and safety**

A registered person must ensure that adequate arrangements are in place to protect the health and safety. Including fire safety, of service users, workers and, where relevant, visitors to any place where the regulated activity is provided.

There was evidence of a lack of fire drills for night staff within the home.

**Action: The provider must ensure that all staff receive fire safety training in line with the requirements set by the Fire and Rescue service. The registered provider must complete this action with immediate effect.**

### **5. Regulation 12 (2) (a) (c) – Cleanliness and infection control**

(2) A registered person must protect service users, workers and other persons from exposure to health care associated infections by –

- (a) Having in place systems to assess the risk of, and detect and control the spread of infection, including having suitable arrangements for the handling and disposal of general and clinical waste.
- (c) ensure that workers are trained and provided with sufficient and appropriate personal protective equipment.

Care staff, in general, demonstrated a poor understanding of infection prevention practices, with a lack of appreciation that infection prevention was integral to care. The registered manager was unaware of practices within the home.

**Action: The provider must ensure safe practices are in place through the provision of training, supervision and monitoring of care workers to ensure that there are appropriate infection prevention and control measures within the home. The registered provider must complete this action by 15 June 2024.**

## 6. Regulation 22 (2) (e) – Complaints and representations

(2) The procedure must, in particular provide –

(e) for the procedure to be made known to –

- (i) Service users and, where appropriate, their representatives, and
- (ii) Persons working for, or on behalf of, the registered person.

Representatives of service users reported that they were not aware of the complaint's procedure, and no evidence was found of public display within the home, which is contrary to the information detailed within the Statement of Purpose.

**Action: The provider must ensure the complaints procedure is made known to service users and their representatives and reflect what is described in the Statement of Purpose. The registered provider must complete this action with immediate effect.**

## 7. Regulation 21 – Notifications of incidents, accidents and other events

A registered person must notify the Commission of such incidents, accidents or other events that have posed or may pose a risk of harm to service users as the Commission may specify in such a manner as the Commission may specify.

The provider demonstrated a failure in reporting notifiable events to the Commission in a timely manner and also showed a lack of recognition that incidents which may pose harm are required to be reported.

**Action: The provider must have a transparent and robust system in place which ensures that the Commission is made aware of notifiable events, including Significant Restriction on Liberty authorisations and any incidents which may pose harm. The registered provider must complete this action with immediate effect.**

## 8. Regulation 11 (1) (a) (d) – Safeguarding

(1) A registered person must safeguard users from harm or abuse by -

(a) Establishing, maintaining and adhering to a written policy in relation to the safeguarding of service users unless the registered person is an individual directly employed by, or personally receipt of any reward from, the service user for the care provided.

(d) Ensuring that workers have adequate training in safeguarding.

The provider's safeguarding policy was found to be relevant to England rather than Jersey practices and procedures. This highlighted a significant gap in the provider's approach to safeguarding. The policy should be amended to reflect Jersey specific procedures and requirements and outline clear protocols for responding to instances of concern. A review of a recent safeguarding alert highlighted gaps in the implementation of safeguarding procedures. The provider's safeguarding policy was not followed.

**Action: The registered provider must ensure that all staff have safeguarding training, which is in line with Jersey procedures. The safeguarding policy must be amended to reflect local legislation and must be specific to Jersey policies and practices. The registered provider must complete this action by 15 June 2024.**

## 9. Regulation 18 (1) (c) – Premises and equipment

(1) Where the regulated activity involves the provision of premises or equipment the registered provider must ensure they –

(c) achieve the aims and objectives set out in the Statement of Purpose

External areas of the home which are intended to provide a safe outdoor space for service users with dementia was found to have limited access and in need of general maintenance and upgrade. The home was also found to provide a lack of resources designed to meet the needs of people living with dementia.

**Action: The registered provider must take steps to ensure that the internal and external environment of the home is improved to ensure it is well maintained and meets the specific needs of service users living with dementia. The registered provider must complete this action by 15 June 2024.**

## 10. Regulation 7 – Respect and involvement

A registered person must make appropriate and adequate arrangements to -

- (a) Ensure that service users are –
  - (i) Treated with dignity and respect
  - (ii) Afforded privacy

It was a cause for concern, following the observation of a handover period where service users were present, that maintenance of confidentiality is not adequately protected during handover periods. Staffing rotas do not reflect a dedicated handover period for staff during shift changes.

**Action: The registered provider must ensure the rotas are planned to include protected time for the handover of information between teams of care workers. Handovers must respect the privacy and dignity of service users. The registered provider must complete this action by 15 June 2024.**

### **Timescale for remedial action to be taken:**

The registered person must demonstrate compliance with these regulations on or before **15 June 2024**.

***This notice is served in accordance with Regulation 34 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018.***

***It should be noted that if you fail to comply with an improvement notice within the time period stated, the Commission will consider referring you to the Attorney General with a view to potential prosecution. A person who commits an offence under this Regulation is liable to a fine of £50,000.***