



**Jersey Care
Commission**

Summary Report

Beaumont Villa

Care Home Service

**Rue de Craslin
St Peter
Jersey
JE3 7HQ**

28, 29 February, 8 and 15 March 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.

During this inspection, areas of non-compliance with the Standards and a lack of leadership and managerial oversight were identified. Although there is a Registered Manager, there appears to be insufficient managerial presence, leadership and guidance for the staff team. Family members provided varying opinions regarding the management of the home. One was complimentary, and others did not share the same view. They praised the staff team for their concern and compassion towards their relatives, although they were concerned about the staffing levels and staff turnover.

The regulation officers observed some positive interactions between staff and care receivers, with some staff members demonstrating a commitment to delivering a high-quality service. Additionally, the regulation officers noted that care receivers appeared well groomed, and their personal care needs seemed to be appropriately addressed during each visit to the home.

Improvements must be made to meet the standards in several areas, including safe recruitment and vetting processes for all staff and providing supervision and training, especially in fire safety and medication administration. Notifiable events must be reported to the Commission, the complaints procedure must be made known, and the number of domestic staff working in the home must be made clear in the records.

The safeguarding policy must be amended to reflect local working practices, and the staff rotas planned to include protected time for the handover of information between teams of care workers.

The Commission will continue to keep this service under review. The discretionary conditions for suspending new admissions will remain in force until the provider demonstrates improvements are made. Given the findings from this inspection, the Commission has issued the provider an improvement notice to take immediate action.

IMPROVEMENT PLAN

There were 14 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: Regulation 5(2), (4) Appendix 3 (Care Home Standards)</p> <p>To be completed by: with immediate effect</p>	<p>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.</p> <p>The staffing rotas must accurately record the Registered Manager's presence in the home.</p>
	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. Statement of Purpose updated to accurately reflect staffing within BV. 2. Staffing Rotas now highlights Registered Managers presence in a given Home. Rolling rota implemented 1.4.24. Staff agreed format to utilise hours with minimal need for excessive working hours. Introduction of Community Managers and Ronan Green becoming General Homes Manager (registered) 3. Notices available in both Homes to highlight where the General Home Manager actually is, in the event that they are needed out with their allocated Home presence. 4. Rotas and resident list sent to JCC weekly.

<p>Area for Improvement 2</p> <p>Ref: Regulation 17 (4)(a), Standard 3.9, Appendix 5 (Care Home Standards)</p>	<p>The provider must take active steps to employ care staff in sufficient numbers so that the minimum staffing Standards are consistently met, and to prevent staff from working excessive hours.</p>
<p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. Rolling rota implemented 1.4.24. Staff agreed format to utilise hours with minimal need for excessive working hours. 2. 1.5.24 x1 new HCA commenced, 13.5.24 potential candidate for Community Manager interviewed. 14.5.24 Position Offered to new Community Manager for Beaumont Villa. 3. HCA advertised 17.4.24, SHCA advertised 18.4.24, KP advertised 18.4.24, Community Manager advertised 18.4.24, Registered Nurse advertised 23.4.24.

<p>Area for Improvement 3</p> <p>Ref: Regulation 17 (5), Standard 3.6, Appendix 4 (Care Home Standards)</p> <p>To be completed by: with immediate effect</p>	<p>The provider must provide that safe recruitment practices in line with the Standards have been followed for all staff (including agency workers).</p>
	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. All staff follow a rigorous and robust recruitment process via Aria Care Recruitment, and Beaumont Villa has a dedicated recruitment Partner. 2. Evidence of the recruitment process & stage can be sourced via our recruitment portal. 3. Induction booklets are now kept within the Home to maintain consistency. 4. We have reviewed with our DPO and we have updated our privacy notice for Jersey to reflect that we will retain records including DBS for the timescale as defined by our 'retention periods' and then deleted or destroyed according to Jersey Data Protection laws 2018. Copies of DBS certificates will therefore be kept securely within the home until such a time has been reviewed by JCC 5. Any new agency staff employed will have copies of original references sought by the Agency and copies of DBS certificates. Access to off island DBS will be stored electronically. 6. To utilise Jersey based care agencies more going forward.

<p>Area for Improvement 4</p> <p>Ref: Regulation 7(a) (i)(ii) Standard 3.9</p> <p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>The provider must ensure the rotas are planned to include protected time for the handover of information between teams of care workers and respects the privacy and dignity of care receivers.</p> <hr/> <p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none">1. 29.4.24 protected times for handover now highlighted on new rota.2. Daily flash meetings highlight the need for dignity and privacy when doing handovers in a quiet and confidential area, away from any of the residents.3. Rolling rota implemented with minimal adjustments as staff involved in creation of same.
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Area for Improvement 5

Ref: Regulation 17 (4)(a),

Standard 3.12

To be completed by:
within three months of the date of this inspection (15 June 2024)

The provider must ensure a plan is in place to ensure that care workers who hold supervisory or senior positions have completed a Level 2 Diploma and have completed or be working towards completing a Level 3 Diploma. All agency staff contracted to work in a supervisory role must evidence that they hold the relevant qualifications prior to commencing employment.

Response of Registered Provider:

Actions agreed:

1. 25.4.24 RQF stand-alone medications module booked with Care College for 17.5.24 for Beaumont Villa Senior Carers & agency staff.
2. 17.5.24 RQF Meds Module Completed - work books to be completed and signed off by Care College Mid-June.
3. Future RQF training will be booked through Care College for all RQF 2 & 3 future training to achieve 50% or above.
4. Proof of all RQF and accredited training will be held in staff files.
5. Senior Care Staff with RQF medication module booked from Care Hub Agency to administer medications as per JCC Standards until Beaumont Villa staff signed off by Care College.
6. Senior Care Staff currently with RQF qualifications utilised also within Beaumont Villa until all training signed off by Care College.

<p>Area for Improvement 6</p> <p>Ref: Regulation 14 (3), Standard 6.8, Appendix 9 (Care Home Standards)</p>	<p>The provider must ensure that care workers do not administer medication unless they have completed an Accredited Level 3 Medication Administration Module.</p>
<p>To be completed by: with immediate effect</p>	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. 25.4.24 RQF stand-alone medications module booked with Care College for 17.5.24 for Beaumont Villa Senior Carer. 2. 25.4.24 Agency staff in a supervisory role also booked for the stand alone module in medication administration with Care College on 17.5.24. 3. Agreement with Care College for all future RQF training requirements including stand-alone medication modules.

<p>Area for Improvement 7</p> <p>Ref: Regulation 17 (4)(c), Standard 3.14</p>	<p>The provider must ensure that care workers receive regular opportunities to discuss their roles through formal supervision and appraisal.</p>
<p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. Supervision and appraisal matrix created 24.4.24. 2. 7 of 13 staff on 15.5.24 have completed supervision. 3. 5 staff remain to have supervision completed by June14th 2024. 4. All staff reminded in Flash meetings of responsibility for supervisions.

<p>Area for Improvement 8</p> <p>Ref: Regulation 10, Standard 4.2</p>	<p>The provider must ensure that all staff receive fire safety training in line with the requirements set by the Fire and Rescue service.</p>
<p>To be completed by: with immediate effect</p>	<p>Response of Registered Provider:</p> <p>Agreed Actions:</p> <ol style="list-style-type: none"> 1. Fire drills commenced 29.3.24. Matrix created to identify progress. 2. 6/9 of staff in Beaumont Villa attended a fire drill on 29.3.24. Remainder will have attended a drill by 5.6.24. 3. 3/6 night staff in Beaumont Villa attended a fire drill on 14.5.24. Remainder will have attended a fire drill by 5.6.24 4. Fire and Rescue Service contacted regarding further training and we are reviewing a more comprehensive training through Jersey Fire & Rescue going forward. 5. Monthly drills to be planned to maintain a more efficient system for all staff and improve process. 6.5.24 All fire drills will be completed by 25.5.24.

<p>Area for Improvement 9</p> <p>Ref: Regulation 12 (2)(a) (c), Standard 4.6</p>	<p>The provider must ensure safe practices are in place through the provision of training, supervision and monitoring of care workers in infection prevention and control.</p>
<p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>Response of Registered Provider:</p> <p>Action agreed:</p> <ol style="list-style-type: none"> 1. Mandatory training to date 6/9 staff compliant - 15.5.24. 2. Infection Control currently at 66% with 18/54 still to complete. (Both LH & BV). 3. Infection Control Audits done by Housekeeper. 4. All staff notified that any outstanding training must be completed by May 30th 2024.

<p>Area for Improvement 10</p> <p>Ref: Regulation 22 2(e), Standard 10(2)</p>	<p>The provider must ensure the complaints procedure is made known to care receivers and their representatives, and reflect what is described in the Statement of Purpose.</p>
<p>To be completed by: with immediate effect</p>	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. Complaints procedure visible in Beaumont Villa reception. 2. Complaints procedure and service info pack sent out to all relatives on 25.4.24. 3. Relatives meeting in Beaumont Villa 7.5.24 - positive feedback from those who attended. Meeting minutes on CMT.

<p>Area for Improvement 11</p> <p>Ref: Regulation 21, Standard 4.3, Appendix 8 (Care Home Standards)</p>	<p>The provider must ensure the Commission is made aware of notifiable events, including Significant Restriction on Liberty authorisations and any incidents which may pose harm.</p>
<p>To be completed by: with immediate effect</p>	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. Discussed at flash meetings, all incidents of harm however small will be reported to JCC. 2. SRoLs updated 14.5.24 3. Current JCC notifications logged on CMT - March 2 events submitted, April 2 events submitted, & May 3 event notifications sent.

<p>Area for Improvement 12</p> <p>Ref: Regulation 11 (1)(a) (d),</p> <p>Standard 4.1</p> <p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>The 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.</p>
	<p>Response of Registered Provider:</p> <p>Agreed Action:</p> <ol style="list-style-type: none"> 1. 30.3.24 Safeguarding policy amended to reflect Jersey regulation. 2. 15.5.24 - Safeguarding training 100% for Beaumont Villa.

<p>Area for Improvement 13</p> <p>Ref: Regulation 17 (4)(a),</p> <p>Appendix 5 (Care Home Standards)</p> <p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>The provider must provide duty rotas showing which domestic staff are on duty and in what capacity. Domestic staff should be employed in sufficient numbers to meet the staffing standards of 3.5 hours per resident per week for laundry and domestic staff.</p>
	<p>Response of Registered Provider:</p> <p>Actions Agreed:</p> <ol style="list-style-type: none"> 1. 1.4.24 - Housekeeping rota clearly highlights area of work to meet the minimum 3.5 hours per resident per week. 2. Rotas held centrally in Administrators office. 3. Minimum 4 weeks rota visible at any one time.

<p>Area for Improvement 14</p> <p>Ref: Regulation 18 (1)(c), Standard 7.1</p> <p>To be completed by: within three months of the date of this inspection (15 June 2024)</p>	<p>The provider must improve and enhance the internal and external home environment to reflect the needs of those living with a dementia and facilitate independent access to the outdoor areas.</p>
	<p>Response of Registered Provider:</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. 14.5.24 - New day lights ordered for the bedrooms to enhance natural light. One room will be trialled for effectiveness before installing in remainder of rooms - being fitted 21.5.24 2. 1.4.24 - Wall decorations in place to enhance the environment of the bedrooms. Both approved by the residents and relatives. 3. Outside garden areas currently being renovated. 4. Beaumont Villa terrace also renovated with the deck being stained for waterproofing. New plants, bird feeders and wind ornaments in place for a more inviting area. 5. Door to outdoor area open in nice weather during daylight hours where residents can walk freely with supervision if required. Staff all aware of this access. 6. Ongoing refurbishment still to be arranged.

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