



**Jersey Care
Commission**

Summary Report

Venetia House

Care Home Service

**Roseville Street
St Helier
JE2 4PL**

26 April 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 inspection findings show the service has developed and strengthened since its initial set-up. The home arranges for professionals from other agencies to support clients as necessary in line with their preferences and support requirements. Clients have been supported to make significant positive life changes, and there was evidence of very good planning to provide opportunities for them to develop their skills and become more independent and self-sufficient. The service is instrumental in identifying and helping clients to access a wide range of community resources.

The staff team is committed to improving outcomes for the client group they support and have a good understanding of what they want from various areas of their life. Clients and external professionals spoke of the positive relationships built between the staff team, and clients described the benefit of having an accessible staff team to converse with and gain support from. Samples of records showed clients identify their strengths and skills and plan what they require support and help within certain aspects of their lives. Their views and preferences are evidenced in all decision making that affects them.

Client support plans are centred on their needs, and visual tools are used to identify their progress and encourage further development where needed. The records showed processes in place for assessing, monitoring, and managing risks to promote safety. A range of evidence shows that the home encourages clients to consider leading healthier lifestyles, and there has been a notable improvement in encouraging and supporting access to physical activities.

Staff are recruited safely and provided with supervision and training on an ongoing basis. Staff spoke of a positive and open culture within the home and gained much job satisfaction from their roles. This inspection identified no areas for improvement, and a consistent approach in leadership and management within the home was noted, resulting in positive outcomes for clients.

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](#).