



**Jersey Care
Commission**

Summary Report

Clairvale Road Recovery Unit

Care Home Service

**Government of Jersey – Health and
Community Services
19-21 Broad Street
St Helier, JE2 3RR**

15 & 21 March & 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.

During the inspection improvements in certain areas were noted, particularly in ensuring the safety of care receivers and staff, as evidenced by planned work to secure windows. However, there needed to be more progress in addressing incident reporting, indicating a failure to meet the improvement identified in the last inspection report. This inspection focused on various aspects of the service's safety, effectiveness, responsiveness, and leadership.

In terms of safety, risk assessments were conducted, and collaboration with law enforcement was noted to enhance security. Interdisciplinary cooperation and adequate staffing levels were observed, contributing to effective risk management.

Efforts to maintain family and friend connections for care receivers were evident, alongside clear referral criteria.

Regarding effectiveness and responsiveness, efforts were made to enhance documentation quality and involve multiple professionals in care planning. Vocational development initiatives were undertaken to support care receivers' skills-building and community integration. However, the absence of staff trained in Capacity and Self-Determination Law was identified as a gap.

The inspection highlighted caring practices, including personalised care planning involving care receivers, though discrepancies in care plan documentation were noted. The service aims to empower care receivers through a strength needs assessment and encourages staff involvement in professional development. Some areas for improvement include improved staff supervision, visible policies, and the requirement of regular fire drills.

Leadership and management effectiveness were evaluated, and it was evident that there has been a positive increase in staff reporting concerns. The Interim Manager's workload was noted as a challenge, indicating a need for additional support and resources. Staff training enhancements and the recruitment of a permanent registered manager were identified as important for organisational stability and improvement.

Staff feedback varied, with some expressing satisfaction with progression opportunities and teamwork. In contrast, others cited concerns about leadership and care consistency.

Overall, the inspection highlighted areas of strength and areas requiring improvement, emphasising the importance of ongoing efforts to ensure the safety, effectiveness, and quality of care provided at Clairvale Road Recovery Unit.

IMPROVEMENT PLAN

There were six 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 4.3</p> <p>To be completed by: immediately following the inspection</p>	<p>The Registered Provider must notify the Jersey Care Commission of such incidents, accidents or other events that have posed or may pose a risk of harm as specified by the Jersey Care Commission Care Home Standards Appendix 8.</p> <hr/> <p>Response of Registered Provider: The Commission did not receive a response from the Provider to this area for improvement within the 28 day timeframe.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 3.14</p> <p>To be completed by: 1 month from the date of inspection.</p>	<p>All care/support workers must be given regular opportunities to discuss their roles and identify any issues through formal supervision. Supervision will be carried out at least four times a year, records of supervision will be retained within personnel files.</p> <hr/> <p>Response of Registered Provider: The Commission did not receive a response from the Provider to this area for improvement within the 28 day timeframe.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 6.3</p> <p>To be completed by: 3 months from the date of inspection.</p>	<p>Care/support workers will be appropriately trained and competent to meet the health, wellbeing and physical needs of people who receive care.</p> <p>Specific areas of training identified within this report are: Capacity and Self Determination Law and Care Partner care planning.</p>
	<p>Response of Registered Provider:</p> <p>The Commission did not receive a response from the Provider to this area for improvement within the 28 day timeframe.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 4.2</p> <p>To be completed by: immediately following the inspection</p>	<p>A registered person must ensure that adequate arrangements are in place to protect the health and safety, including fire safety, of care receivers, workers and, where relevant, visitors to any place where the regulated activity is provided. Regular fire drills to ensure staff can respond appropriately and to ensure safety for care receivers.</p>
	<p>Response of Registered Provider:</p> <p>The Commission did not receive a response from the Provider to this area for improvement within the 28 day timeframe.</p>

<p>Area for Improvement 5</p> <p>Ref: Regulation 5 (2)</p> <p>To be completed by: immediately</p>	<p>The managerial and leadership arrangements must be strengthened to lead the home in accordance with the Statement of Purpose, ensuring the Manager has adequate time and resources to meet the commitments of the service.</p>
	<p>Response by registered provider:</p> <p>The Commission did not receive a response from the Provider to this area for improvement within the 28 day timeframe.</p>

<p>Area for Improvement 6</p> <p>Ref: Standard 2.4, 2.6</p> <p>To be completed by: immediately</p>	<p>Registered persons will regularly and frequently seek the views of the person on the content, implementation and review of the personal plan and ensure that plans are regularly reviewed and revised as required.</p>
	<p>Response of Registered Provider:</p> <p>The Commission did not receive a response from the Provider to this area for improvement within the 28 day timeframe.</p>

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