



**Jersey Care  
Commission**

## **Summary Report**

**Cheval Roc Residential and Nursing**

**Care Home Service**

**Les Nouvelles Charrieres  
Bonne Nuit Bay  
St John  
JE3 4DJ**

**Inspection dates: 13, 19 and 21 June 2024**

**Published:  
25 July 2024**

## SUMMARY OF INSPECTION FINDINGS

### **4.1 Progress against areas for development identified at the last inspection**

At the last inspection, no areas for improvement were identified.

### **4.2 Observations and overall findings from this inspection**

Recruitment and retention of care staff continues to be a challenge for this service, which has led to staff experiencing additional pressures for short periods. However, staff morale and a strong team ethic appear to be positive. The staff team will soon be at its full complement with recent successful additional recruitment activity.

The inspection provided assurance that the management of complaints and staff disciplinary and grievances met appropriate Standards, resulted in successful outcomes, and evidenced a continuous learning culture. In addition, identified safeguarding measures undertaken were effective and protected care receivers.

The regulation officers were satisfied that this service's health and safety management and infection prevention and control met appropriate standards. The processes, procedures, and audit activity in this respect were evidenced to be well organised and improved outcomes for care receivers.

The initial referral and resulting assessment processes of care receivers were person-centred, providing assurance to the regulation officers that their needs were fully identified in the initial stages of their care.

The regulation officers evidenced that ongoing risk assessment and reviews of care plans took place regularly, reflecting the changing needs of care receivers. This service delivers care with compassion, empathy, respect, and dignity. This was evidenced through observations of care delivery by the regulation officers, interviews with staff, consultations with care receivers and their family members, and feedback from professionals.

The environment is homely, clean, and fit for purpose. Care receiver's rooms were noted to be personalised, tidy, and well-aired with open windows. Care receivers are provided with an excellent programme of activities, and there was evidence of good engagement. Care receivers are provided with choices regarding food and drink, and their religious and cultural needs are promoted.

Care staff are provided with a wellness programme, and senior leaders in this service recognise that wellbeing is essential, and supporting care staff through particular challenges is a priority.

This service is well-led by a respected Registered Manager, and the care staff are dedicated and passionate about delivering high-quality care. Governance, staff training (including induction), and quality assurance activity were evident.

## **DEVELOPMENT PLAN**

There were no areas for development identified during this inspection and a development plan is not required.

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