



**Jersey Care
Commission**

Summary Report

HCS 102

Care Home Service

**Government of Jersey – Health and
Community Services
3rd Floor West Wing Peter Crill House
Gloucester Street
St Helier JE1 3QS**

**Date of inspection
5 August 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.

This home has an experienced team of healthcare assistants providing care on a 2:1 basis twenty-four hours per day. The staffing levels meet the minimum standards to keep the care receiver safe.

Care plans and risk assessments are comprehensive due to the needs of the care receiver and updated annually with full involvement of the case coordinator and the care staff.

A range of communication methods are successfully utilised by the staff when required however the care receiver uses mostly verbal communication.

The care receiver is offered choices for each meal including snacks. These options are placed on a board with images to help the care receiver make their choices throughout the day. Breakfast is selected by the care receiver the night before.

The care receiver chooses which activities they wish to do and sometimes they will choose to have a day at home with low stimulus to enjoy indoor activities such as watching television, crafts, playing games or family visits. They have a specially adapted vehicle for the care receiver to enjoy trips out in the community.

Any staff new to the team must complete a programme of shadowing existing staff to allow the care receiver to get to know and trust the new carer. This also gives new staff the opportunity to understand the Care Receiver's personality traits, behaviours, likes and dislikes.

A suite of organisational policies is available online; however, ones relevant to this service either need to be updated or in circulation. The organisation is responsible for this, and this is an area for improvement.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

Area for Improvement 1	There will be policies and procedures based on current best practice which will be available and accessible to people receiving care and others written and updated by the organisation.
Ref: Standard 1.6 and Appendix 2 To be completed by: 6 months from the date of inspection	Response of Registered Provider: The Quality & Safety team within HCS are currently leading a piece of work to identify outstanding corporate policies that are in need of review. Any Home Care/Social Care specific policies relating to the Learning Disability Service will be updated and ratified within the Adult Social Care Group as required and then approved through the usual HCS process.

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