



**Jersey Care  
Commission**

## **Summary Report**

**26-28 West Park Avenue**

**Care Home Service**

**26-28 West Park Avenue  
St Helier  
JE2 3PJ**

**12 and 13 June 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 Regulation Officer visited the service on the second day of the Silkworth Lodge inspection. The service serves as the step-down facility to Silkworth Lodge, with both operating in tandem. This was facilitated by the Registered Manager who oversees both services. A referral pathway and management oversight link the two services. The staff teamwork across both sites; sharing all HR processes, policies and procedures.

The inspection was positive, with no areas identified for improvement. The Registered Manager and staff members fully participated in the inspection process. Requests for information, including policies, processes, and records, were promptly addressed. Additionally, some staff members provided feedback about working for the service.

Clients transitioning to this secondary service will continue to receive support from the therapeutic team at Silkworth for ongoing counselling. As part of their ongoing recovery journey, clients must continue to receive and actively engage in therapeutic support with the team at Silkworth, group therapy sessions, and other support groups in the community.

A support worker is present each night in the facility. Since clients are mostly out during the day pursuing work and attending support groups, for example, the presence of a support worker is only sometimes required. This need is assessed daily.

Health and safety checks, including required fire procedures, were found to be up to date and in order. This provides reassurance that the facility's environment is operating safely.

Clients who have undertaken treatment at Silkworth Lodge have the opportunity to move into the secondary residential facility. The service supports the transition from intensive rehabilitation treatment to everyday living.

The staff team encourages clients residing at the facility to seek employment opportunities, attend work and social activities, and commit to attending therapeutic appointments.

One self-contained bedsit within the facility continues to be reserved for clients who require a detoxification programme. The detox programme remains under the supervision of the Drug and Alcohol team.

When clients' care is transferred from Silkworth Lodge to the secondary service, their records are also transferred. Due to fewer direct interventions, the amount of documentation is reduced.

The service has been updating some of its policies and procedures. This includes introducing a revised online handbook for staff members and a new operational manual.

Ongoing employment checks are being improved to ensure that staff remain suitable to work in the service, thereby ensuring the safety of those using the facility.

## 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](#).