



**Jersey Care
Commission**

Summary Report

02 Children's Home

Children's Care Home Service

**Liberte House
19-23 La Motte Street
St Helier
JE2 4SY**

10 & 12 July 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.

Following the last inspection on 26 July and 4 August 2023, three areas requiring improvement were identified. Two of these areas have been successfully addressed, but one remains unresolved and will continue to be an area of improvement. The ongoing improvement relates to the 'management oversight of staff training compliance'.

The wider organisation has undertaken extensive work to develop a comprehensive suite of policies for Children's Homes that are closely aligned with the Standards. However, these policies still require completion and ratification before they can be implemented. This is an area of improvement.

The home is well-maintained and has a warm, homely atmosphere. This provides a welcoming environment for the young people who live there and for visitors to the home.

The young people are given options and autonomy over their nutrition, food, and drink preferences. Staff encourage them to engage in leisure and recreational activities, which helps them explore, learn, and develop relationships.

There have been recent changes within the staff team. Staff members highlighted that only a few female staff members work in the home. This decreased further after a key female staff member was recently reassigned to another residential home.

It is reassuring that there are still well-established and experienced team members within the home, which provides consistency and familiarity to the young people. The staff team demonstrates an understanding of the young people's experiences, and challenges. They actively support them in making positive decisions and healthy choices.

The organisation continues to utilise agency staff members to meet staffing level requirements. This is due to the ongoing challenges in recruiting and retaining residential care officers in local children's homes.

The Regulation Officer reviewed notifications of significant events reported to the Commission and other intelligence received before the inspection. There is a system in place within the service where a record is kept of notifications provided to the Commission.

Staff members reported receiving monthly supervision, which is pre-booked allowing for preparation. Supervisions are formally recorded and available to the staff member, the supervisor, and the Interim Manager.

The Regulation Officer reviewed records showing that support had been provided to the young people for attending essential health appointments, such as visits to the dentist and optician.

Health assessments and health care plans were not accessible for staff review, which limited their understanding of the young people's health needs. There is a need for improved communication with other agencies responsible for completing annual health assessments and health care plans for the young people living in the home.

The number of staff with a Level 3 qualification in medication administration has improved, enhancing the safety of medication management within the home. This was an area of improvement from the last inspection.

The staff team contributes to the young people's care plans, attends their multi-agency meetings, and supports their participation in future planning.

IMPROVEMENT PLAN

There were three 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 3.10</p> <p>To be completed by: January 2025 Within 6 months from the date of inspection</p>	<p>There is insufficient oversight of training compliance for the staff team. A system needs to be implemented to ensure that the training needs of the staff are adequately met.</p>
	<p>Response of Registered Provider:</p> <p>The training matrix reflects mandatory and refresher training that has been completed for core staff who work at the home, this is inline with standard 3.10.</p> <p>Staff will receive adequate support within 1:1 supervisions and through goals set within their appraisal to ensure, that all refresher training has been completed within timescale.</p> <p>The organisation has also employed a learning and development officer for children's residential service. To strengthen training needs and and ensure compliance is met going forward.</p>

<p>Area for Improvement 2</p> <p>Ref: Standard 1</p>	<p>The Registered Provider must ensure that the home's policies are adapted to the specific needs of the service, regularly reviewed, and go through a formal ratification process.</p>
<p>To be completed by:</p> <p>January 2025</p> <p>Within 6 months from the inspection.</p>	<p>Response of Registered Provider:</p> <p>It is recognised that the Policies and Procedures within this Home and others in the sector requires work to bring them up to a higher standard. For that reason we will be introducing a full refreshed suite of Policies and Procedures which are Residential Child Care specific using tri-X, a company recognised as the leader in the field.</p> <p>Tri.x has been producing web-enabled information, procedures and guidance across the social care sector for over 18 years. We are working tri-x to produce online procedures which are in harmony with the newly introduced Children and Young People (Jersey) Law 2022, statutory requirements and reflect best practice in social care and safeguarding, This web based resource is expected to go live in October this year and will further support our delivery of the best possible outcomes for children.</p> <p>At present the residential homes adhere to current policies within the GOJ. These are accessible on line. Each home has a bespoke Drive allocated for Home team and policies are stored there in each home.</p> <p>We have ensured that all linked policies are printed off and held on hard copy file in each home. The organisation are working with an external provider to</p>

	replace and and develop residential policies and procedures for all residential homes.
--	--

<p>Area for Improvement 3</p> <p>Ref: Standard 2.7</p> <p>To be completed by: With immediate effect.</p>	<p>The Designated Manager and Registered Provider must ensure that care staff are provided with debriefs and group supervision opportunities. These sessions should offer a reflective space and be facilitated by a suitably qualified individual, particularly after incidents that impact staff welfare.</p>
	<p>Response of Registered Provider:</p> <p>The management team at the home, will provide individual and group reflective debriefs post incidents. This is to ensure that any learning outcomes, training needs are identified and actioned. All dedriefs will be recorded.</p>

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