



**Jersey Care  
Commission**

## **Summary Report**

**12 Le Clos de la Ville**

**Care Home Service**

**Les Amis Head Office  
La Grande Route de St Martin  
St Saviour  
JE2 7JA**

**Inspection dates:  
12 and 16 August 2024**

**Published:  
10 October 2024**

## **SUMMARY OF INSPECTION FINDINGS**

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

There were no previous areas for improvement identified in the 2023 inspection (areas for improvement will now be identified as areas for development).

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

Since the last inspection, no employees have left or joined the staff team, which has remained consistent and experienced.

The care receivers have lived as housemates for several years and, for the most part, get on well together. They all help with the smooth running of the care home dependant on their individual skills and abilities. During feedback from the care receivers, the support they received from the staff was positively expressed.

Care receivers each have a key worker with whom they plan one-to-one activities they enjoy weekly. There was evidence of numerous other activities tailored to individual ability, including employment, leisure, physical well-being, and personal chores.

Feedback was also received from relatives which was positive and referenced staff striking... “the balance between safety and freedom of opportunity”.

There was evidence of good working relationships with external health and social care professionals and support services within the care plans.

Staffing rotas for the previous three months were analysed, and consistency in meeting the required staffing levels was demonstrated. This was supported by feedback from the staff, who described good working relationships and a commitment to the service users and each other. The Regulation Officer met with staff individually and was satisfied that they had a good understanding of the service's values, where to access policies and procedures, and felt supported by their managers.

The staff training matrix was reviewed and demonstrated a reasonable mix of eLearning and face-to-face training. Staff are up to date with their training

requirements, and there are clear dates for when refresher courses need to be completed.

## DEVELOPMENT PLAN

There were no areas for development identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

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