



**Jersey Care
Commission**

Summary Report

Glanville Care Home

Care Home Service

**70-74 St Mark's Road
St Saviour
JE2 7LD**

**18,19 July &
1 August 2024**

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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.

Progress against areas for development identified at the last inspection

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

Observations and overall findings from this inspection

There is a clear management structure within the home. Staff members are divided into four teams that work together and train together. Staff expressed satisfaction with working in these teams and being supported by the Registered Manager. This was evident as no staff members have left their employment since the last inspection. The Registered Manager encourages and supports the career development of their staff.

A person-centred approach is evident within the home, treating the care receivers with respect, compassion and dignity. The care receivers that the regulation officers spoke with appeared happy and content and commented, 'The staff are lovely.'

Feedback from a member of staff:

"Registered Manager is very good and if I need something I can go to her. She engages with the ladies."

An entry for the Garden of the Year 2024 was submitted, and Glanville won prizes for its beautiful garden and impressive vegetable allotment. Care receivers who enjoy gardening can do so; one care receiver has their own identified area. Within the garden are ornaments care receivers brought to the home and a banana tree to represent diverse cultures.

Preparations are being made for the annual garden party which will be attended by the patron of Glanville Care Home, care receivers, their families and staff members.

The staff induction process was reviewed, and staff competency assessments were unavailable. Competency checks are to be established including safe moving and handling and infection prevention and control. This is an area for development.

Overall, the regulation officers were impressed by the Registered Manager's co-ordination of the Care Home and the immediate response to action suggestions made during the inspection process.

DEVELOPMENT 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 Development 1	An appropriate induction competency assessment tool is to be designed and implemented. This will assess staff competence to work in the accommodation and identify further training needs.
Ref: Standard 3.10, Appendix 6 To be completed by: Within 6 weeks of the date of this inspection (15/09/2024)	Response of Registered Provider: Glanville proactively responded to this area of development, devising and implementing a new staff practical assessment which is to be added into the already existing Glanville induction and declarations booklet. The new Practical assessment has been aligned with the residents' care plans and needs.

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