



**Jersey Care
Commission**

Summary Report

Sanctuary House

Care Home Service

**La Rue du Croquet
St Brelade
JE3 8BZ**

Date of inspection

19 September 2024

**Publication Date
24 October 2024**

SUMMARY OF INSPECTION FINDINGS

4.1 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.

4.2 Observations and overall findings from this inspection

Sanctuary House is situated in St Aubin, on the High Street. It is within easy walking distance of a local supermarket, several cafes, and restaurants. On the ground floor, there is a lounge, dining room, staff office, and large, homely kitchen. There are ten single bedrooms and shared toilet and bathing facilities.

The service provides personal support to homeless men. Those who access the service are often experiencing multiple challenges as well as homelessness, such as mental health problems, relationship or family breakdown, substance abuse, financial hardship and difficulty in securing or retaining employment.

Along with the service provided within the home, outreach and step-down facilities are also available. At the time of the inspection, there was a waiting list of seven men who had been assessed as needing the support provided by Sanctuary House; however, they can only access the service once a bed becomes available. The average length of stay is one year, hence the provision of the outreach service with the objective of appointing an outreach coordinator those individuals.

The residents who were approached by the Regulation Officer provided positive feedback regarding the care and support they were receiving. They spoke highly of the dedication of the staff and how the environment is homely and safe.

The staff consulted provided positive feedback about the service, describing it as an environment that encourages and listens to feedback and opinions.

There are plans for the organisational structure to be further developed, and currently, two other staff, the Operations Manager and the House Manager, are enrolled on the Level 5 Diploma starting in March 2025 to strengthen the skills

across the leadership team. The regulation officers were satisfied that the service is a learning organisation.

During the inspection, the Registered Manager was joined by the Operations Manager, which was positive as they complemented each other's service knowledge and experience.

The care staff have good levels of experience and knowledge, including two registered nurses. All other care staff have level three Regulated Qualifications Framework (RQF), and one of the team is currently undertaking the training.

No areas of development were identified during this inspection.

DEVELOPMENT PLAN

There were no areas for development identified during this inspection and a development plan is not required.

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