



**Jersey Care
Commission**

Summary Report

Ronceray

Care Home Service

**Rue du Huquet
St Martin
JE3 6HE**

29 & 31 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.

The Interim Manager and staff team engaged fully in the inspection process. They ensured that any requests for information and records were met. Where there were requests for additional information to be submitted electronically following the inspection visits, these were provided.

Feedback from the care receivers' close relatives and friends was overwhelmingly positive regarding the staff. They stated that the staff were responsive, kind, and focused on their family member's needs.

The home has experienced multiple changes in management throughout the year, contributing to disruption and destabilisation of the staff team. There has been no permanent registered manager since March 2023.

The longstanding building alterations and refurbishment of several residential bedrooms and communal bathrooms have been completed. These upgrades have significantly improved the home and brought the rooms up to the Care Home standards.

Quarterly staff supervision, a requirement under the Care Home Standards, has not been taking place for some members of the staffing team. Supervision is critical to ensure that staff are supported in their roles.

Monthly quality assurance reports are consistently completed by an independent representative, ensuring impartial and objective oversight. This independent review provides valuable critical analysis, alongside practical and achievable recommendations for the Interim Manager and Registered Provider to implement.

The staff induction process is being effectively followed, as confirmed by feedback from newly appointed staff members. This approach ensures that new staff are well prepared and supported in their roles.

IMPROVEMENT PLAN

There were four 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 3.14</p> <p>To be completed by: 1 month from the date of inspection (31 August 2024).</p>	<p>The Interim Manager must ensure that staff members receive supervision at least quarterly, in accordance with the Care Home Standards. This regular supervision is crucial for supporting staff development, addressing any issues, and maintaining high standards of care.</p>
	<p>Response of Registered Provider:</p> <p>Following the appointment of a permanent Manager, there are scheduled plans in place to conduct regular appraisals and supervisions as per care regulations.</p> <p><i>Click or tap here to enter text.</i></p>

<p>Area for Improvement 2</p> <p>Ref: Standard 3.9</p> <p>To be completed by: 6 months from the date of inspection (31 January 2025).</p>	<p>The Interim Manager and Provider must ensure that at least 50% of care/support workers on duty at any time have completed, as a minimum, a relevant Level 2 Diploma (or equivalent) in adult health and social care.</p>
	<p>Response of Registered Provider:</p> <p>The Company will endeavour to have the current staff force complete a Level 2 Qualification as a minimum qualification.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.11</p>	<p>The Interim Manager must ensure that all staff members complete and remain up to date with mandatory and essential training relevant to their roles.</p>
<p>To be completed by: 3 months from the date of inspection. (31 October 2024)</p>	<p>Response of Registered Provider: The newly appointed Home Manager will ensure that all staff complete their mandatory trainings in a timely manner and a Training Matrix will be maintained to monitor compliance on a yearly basis.</p>

<p>Area for Improvement 4</p> <p>Ref: Standard 7.1</p>	<p>The Registered Provider and Interim Manager must ensure that the home provides a comfortable and homely environment and will be well maintained and decorated. The inspection identified several essential decorative and maintenance issues that must be addressed to meet the Care Home Standards.</p>
<p>To be completed by: 3 months from the date of inspection. (31 October 2024)</p>	<p>Response of Registered Provider: The Company has recently invested in refurbishing the care home thus making vast improvements to the environment, which is pleasant, homely and welcoming. This process remains on-going.</p>

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