



**Jersey Care
Commission**

Summary Report

Secure Children's Home Service

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

Dates of inspection:

10, 18 and 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.

Staffing levels in this service are sufficient, but agency and bank staff are relied on to supplement the full-time team. Attempts to recruit a permanent Registered Manager have been unsuccessful, leading to some instability. Despite this, care staff reported that service quality has not been impacted, and care receivers remain safeguarded through thorough risk assessments and proper handling of significant events.

Health and safety protocols, infection control, and medication administration practices are robust, with notable progress in updating the environment.

Improvements like the staff radio communication deck remain outstanding.

Care receivers receive a comprehensive induction that includes key information to support their transition into the service. Care plans are person-centred, culturally respectful, and regularly reviewed. Collaborative working has improved, with multi-agency partners providing health screenings, educational support, and various interventions.

The health and wellbeing of care receivers are prioritised through access to healthcare, exercise, and dietary options. While transitions out of the service are generally well managed, care receivers would benefit from knowing where they are transitioning too sooner. Additionally, healthcare staff need better access to the historical health records of care receivers.

Care delivery is person-centred, respectful of cultural needs, and supported by a structured environment, positive relationships, and activities tailored to individual preferences, such as guitar lessons, gym, and cooking. Although care staff show compassion and psychological support is available to care receivers, improvements in staff supervision are needed to ensure safe and consistent care.

A comprehensive review of Children's Residential Services is underway, focusing on enhancing staff conditions, training, and the quality of care delivery. This inspection highlighted a positive and embedded workplace culture, with staff reporting a supportive environment and shared goals under visible leadership. However, improvements are necessary, particularly in updating policies and procedures and addressing gaps in mandatory training. Some service-specific procedures have been developed since the last inspection, which is a positive development.

IMPROVEMENT PLAN

Three areas for development were identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Development 1</p> <p>Ref: Standard 1.5 and Appendix 2</p> <p>To be completed by: 10 January 2025, six months from the date of inspection.</p>	<p>The Registered Provider must ensure that this service’s policies are service-specific and are regularly reviewed and updated.</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 childcare specific using Tri-X, a company recognised as the leader in the field. 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 shortly and will further support our delivery of the best possible outcomes for children.</p>
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	<p>At present the residential homes adhere to current policies within the Government of Jersey. These are accessible online. Each home has a bespoke network drive allocated for home team and policies are stored there in each home.</p>
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<p>Area for Development 2</p> <p>Ref: Standard 3.11</p> <p>To be completed by: This must be rectified immediately</p>	<p>The Registered Provider must ensure that all care staff are provided with reflective supervision per the Children's Home Standards, i.e., 12 times per year.</p>
	<p>Response of Registered Provider:</p> <p>Post the inspection, reflective/supportive supervision is taking place monthly and in line with standard 3.11. There is now a monthly supervision planner/calendar in place. Staff are aware who the identified supervisors are and advised in advance on when supervision will take place.</p> <p>All supervisions are recorded, and the supervisor and supervisee sign the planner and recorded notes to evidence that it has taken place.</p>

<p>Area for Development 3</p> <p>Ref: Standard 3.10</p> <p>To be completed by: 10 January 2025, six months from the date of inspection.</p>	<p>The Registered Provider must ensure that all care staff complete mandatory training per the Children's Home Care Standards.</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 in line with standard 3.10.</p> <p>Staff will receive adequate support within 1:1 supervision and through goals set within their appraisal to ensure, that all refresher training has been completed within timescale. The organisation has also employed a learning and development officer for the children's residential service, to strengthen training needs and ensure compliance is met going forward.</p>

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