



**Jersey Care  
Commission**

## **Summary Report**

**01 Children's Home**

**Children's Care Home Service**

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

**12 and 14 August 2024**

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## SUMMARY OF INSPECTION FINDINGS

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

At the last inspection, four areas of improvement were identified. The improvement plan was reviewed during this inspection. Areas of improvement will now be identified as areas for development.

It was encouraging to note that progress had been made in areas identified for development. Management oversight of staff training compliance has notably improved with the implementation of a training matrix, which now includes up-to-date training records. However, while the matrix has provided greater transparency, it has also highlighted inconsistent compliance with mandatory and essential training requirements. Consequently, training compliance has been identified as an area for development.

Practice has been strengthened in the safe use of Medication Administration Records (MAR). MAR sheets were available for review, and prescribed medications were documented. The organisation has now established an agreement with a local pharmacy to provide MAR sheets to the children's homes. This will help ensure safer medication administration for care receivers.

During the previous inspection, it was noted that policies and procedures were not easily accessible to staff, care receivers, or their families. However, the service reported that a selection of relevant policies is available on the Government website and the internal Children's Service SharePoint platform, but only a limited number have been printed and made available in hard copy within the home for children and young people. A review of selected policies during the inspection revealed that they were not specific to the Children's Home setting, and some had not undergone a formal review or ratification process. Policies remain an area for development.

Medication administration training was identified as an area for development during the previous inspection. The Registered Manager provided information on the new staff team's compliance with this mandatory training. Some team members had completed medication administration training as part of their Level 3 Qualifications and Credit Framework (QCF) training. It was noted that staff who had not yet undertaken the training were scheduled to attend the next available local course. This is no longer an area for development.

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

A new staff team has been brought together to provide care in the home in response to changes in care receivers and their specific needs. The team includes permanent staff who have previously worked in other children's homes within the Government of Jersey, along with experienced agency RCCO's recruited from the United Kingdom (UK).

Staff members reported not receiving sufficient notice regarding their relocation to the home. Some staff indicated they were given only two to three days to meet their new team members and prepare the house for the young people's arrival.

Additionally, most team members had not worked previously with the Registered Manager. As a result, they felt there was insufficient time for team planning before the young people were moved into the home.

During the inspection it was found that the home has undergone a programme of renovation and redecoration, with some areas now significantly improved and in good condition. However, certain parts of the home, such as the hallway and ensuite bedroom, remain outdated.

The Registered Manager has plans to enhance and develop ways of working as a team within the home. This includes strengthening oversight of staff training and development needs. They will collaborate with the wider organisation's training and development team to ensure that standards are consistently met.

Care is delivered by a small staff team; it is person-centred, culturally sensitive and focuses on building positive relationships with the young people. The staff support the young people in pursuing their individual activity preferences and making choices about how they spend their leisure time, whether that involves going to the gym, enjoying family time, or engaging in other personal interests.

The staff team actively supports and encourages young people to attend their work or educational commitments, promoting their development and enhancing their prospects.

Young people are supported to attend essential health appointments, such as visits to the dentist and optician. However, health assessments and healthcare plans completed by external health professionals were not made available to the staff team. It is crucial that the team has access to these healthcare plans to understand and address the young people's health needs fully, ensuring appropriate support is provided to meet their individual health requirements.

## DEVELOPMENT PLAN

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

<p><b>Area for Development 1</b></p> <p><b>Ref:</b> Standard 1.5 and Appendix 2</p> <p><b>To be completed:</b> 14 February 2025, six months from the date of inspection.</p>	<p>The Registered Provider is responsible for ensuring that the policies for this service are tailored specifically to its needs and are regularly reviewed, updated and available to staff.</p> <hr/> <p><b>Response by registered provider:</b></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 Child Care specific using tri-X, a company recognised as the leader in the field.</p> <p>Tri-X has been producing web-enabled information, procedures and guidance across the social care sector for over 18 years. We are working with tri-x to produce online procedures which are in harmony with the newly introduced Children and Young People (Jersey) Law 2022, statutory requirements, are specific to the SOP of each Home 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 GOJ. These are accessible online. Each home has a bespoke Drive allocated for home team and policies are stored there in each home.</p>
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<p><b>Area for Development 2</b></p> <p><b>Ref:</b> Standard 11.8 and Appendix 6</p> <p><b>To be completed:</b> 14 February 2025, six months from the date of inspection.</p>	<p>The Registered Provider must ensure that all care staff undergo an annual medication competency assessment after completing Level 3 training in medication administration.</p> <hr/> <p><b>Response by registered provider:</b> Team members that were allocated to attend medication training at the time of the inspection have now completed. A further cohort of team members in the home have been allocated to the next planned medication training. Annual refreshers will be planned as part of the ongoing medication training compliance requirements.</p>
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<p><b>Area for Development 3</b></p> <p><b>Ref:</b> Standard 3.10</p> <p><b>To be completed:</b> 14 February 2025, six months from the date of inspection.</p>	<p>The Registered Provider must ensure that all care staff fulfil mandatory and essential training requirements in accordance with the Children's Home Care Standards.</p> <hr/> <p><b>Response by registered provider:</b> It is recognised that mandatory training for the previous team as recorded as part the last inspection was unable to evidence the completion of Mandatory training. The report has referenced how a completely new team are now working in the home. The team currently in place have up to date training and completed the required mandatory training. The</p>
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	homes training matrix will only be impacted by new starters joining the home. However, a programme of training will be provided and clear guidance regarding required completion time frames.
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The full report can be accessed from [here](#).