



**Jersey Care
Commission**

INSPECTION REPORT

Mont a L'Abbe School

**Care Arrangements in Special Schools
Service**

**La Grande Route de St Jean
St Helier
Jersey
JE2 3FN**

**Dates of inspection
12 & 13 November 2024**

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all providers of children's services must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

ABOUT THE SERVICE

This is a report of the inspection of the care provision at Mont a L'Abbe School. The school provides an inclusive learning environment for children and young people with complex learning needs and has a dedicated team of staff to meet complex medical needs. The service consists of primary and secondary schools over two sites. Since the last inspection, a new building with two classrooms for post 14 years has been completed on the primary school site.

The school is supported by the Community Children's Nursing Team (CCNT) which consists of three nurses and a School Nurse. The CCNT are on site daily however they are not included in the scope of this inspection.

The service was registered with the Commission on 3 July 2023.

Regulated Activity	
Conditions of Registration	<u>Mandatory</u> Type of care: Personal care, personal support Category of care: Children and Young People (0-18), Young Adults (19-25), Autism, Learning

	<p>Disability, Physical Disability and /or sensory impairment, Mental Health.</p> <p>Maximum number of care receivers on the premises at any one time: 150</p> <p>Age range of care receivers: 3-19 years</p> <p><u>Discretionary</u></p> <p>The Registered Manager of Mont a L'Abbe School must complete a Level 5 Diploma in Management and Leadership or equivalent by 3 July 2026.</p>
Dates of Inspection	12 & 13 November 2024
Times of Inspection	1:30 – 5:00 pm & 9:00 am – 12:30 pm
Type of Inspection	Announced
Number of areas for improvement	Three
Number of care receivers accommodated on the day of the inspection	133

The Government of Jersey operates the service through the Children, Young People, Education and Skills (CYPES) department, and a Registered Manager is in place.

The discretionary condition on the service's registration was discussed, and the Registered Manager is commencing the course in early 2025.

Since the last inspection on 14 & 15 November 2023, the Commission received an updated copy of the service's Statement of Purpose. This was submitted following the previous inspection.

The Jersey Care Commission only regulates care and support services provided to children and young people receiving education in special schools.

SUMMARY OF INSPECTION FINDINGS

The following is a summary of what we found during this inspection. The main body of this report contains further information about our findings.

This is a well-established and specialised service that ensures children and young people with complex learning and medical needs have the opportunity to attend school while having their care needs met by a core staff team.

The children and young people under the nursing team have robust risk assessments, and care plans to suit their care needs.

There is a safe system of task delegation in place. The nurses train the teaching assistants to carry out specific tasks with named children. Only once competency checks are passed, and the nurses are satisfied can the teaching assistants safely do the tasks.

The Regulation Officer was satisfied that the service follows safe recruitment processes and has all the relevant safety checks in place.

The maintenance team ensures that all health and safety checks are completed and logged, including portable appliance testing, legionella prevention, hydrotherapy pool checks, and general maintenance.

Medicines are stored and administered appropriately by staff who have completed the relevant training.

Staff absences remain a challenge within this service; however, they have introduced a wellbeing team and initiatives to help and support staff.

Staff vacancies across the sector continues to be an issue, nevertheless the school have successfully recruited various staff in teaching, transport and maintenance.

Newly recruited staff complete a six-month induction, which includes reading the staff handbook and policies and completing all statutory and mandatory training relevant to their role.

An effective senior leadership team guides and supports staff, and robust policies are available for staff to refer to in this service.

INSPECTION PROCESS

This inspection was announced and was completed on 12 & 13 November 2024. Notice of the inspection was extended to two weeks in advance to ensure the Registered Manager would be available during the visit.

The Care Arrangements in Special Schools Service Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Is the Service Safe**
- **Is the Service Effective and Responsive**
- **Is the Service Caring**
- **Is the Service Well-Led**

Prior to our inspection visit, all of the information held by the Commission about this service was reviewed, including the previous inspection report.

The Regulation Officer met with several staff and representatives to gain feedback and spoke with the Senior Management Team.

During the inspection, records, including policies, care records, training records, incidents, and complaints, were examined. The inspection also included a tour of the premises and the external areas.

After the inspection, the Regulation Officer provided feedback to the Registered Manager both verbally and in writing. This report sets out our findings identified during the inspection. Where areas for improvement have been identified, these are described in the report, and an action plan is attached at the end of the report.

¹ The Care Arrangements in Special Schools Service and all other Care Standards can be accessed on the Commission's website at [Children's Standards | Jersey Care Commission](#)

INSPECTION FINDINGS

At the last inspection, three areas for improvement were identified, and the registered provider submitted an improvement plan to the Commission setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was good to note that most of the improvements had been made. This means that the Statement of Purpose was updated to reflect the range of care needs supported, and monthly reports are being completed to reflect the quality of care provided. Some of the staff have done online infection control training, but significant numbers still have not been trained in this area. Training remains an area for improvement.

This inspection identified two further areas for improvement, which are discussed in greater detail throughout the report.

Is the Service Safe?

Emphasising the importance of creating a safe environment so care receivers are protected from avoidable harm, with a focus on policies and procedures.

This service has robust risk assessments in place to cover the environment, activities, staff, and transport. The Regulation Officer viewed a thorough selection with control measures in place. Staff were advised to ensure review dates are visible to others.

The school employs a team of three maintenance technicians to cover both sites. They carry out general maintenance, water testing, and flushing; external contractors support them to maintain hoists, electrical testing, and legionella testing. Requisitions are requested through the government's online system, and jobs are allocated to the appropriate contractor. The Regulation Officer viewed several logbooks and was satisfied that the team met the Standards.

Since the last inspection, frequent fire drills have been completed. There has been some accidental activation of the fire alarms, but staff reported that this has been a positive experience. It provides the children with an opportunity to practice responding appropriately to emergencies, helping them become more familiar with safety procedures and the importance of staying calm and alert in such situations. Personal Emergency Evacuation Plans (PEEPs) are kept in each classroom.

Safe recruitment of staff was discussed with the Office Manager. Forty-five staff members have been recruited since the last inspection, which is positive. A selection of recruitment files was chosen to view on the government's online portal, and the Regulation Officer was satisfied that safe recruitment practices were followed. All staff have an enhanced Disclosure and Barring Service certificate for adults and children, and risk assessments are in place where appropriate.

All minibus drivers must complete a Minibus Driver Awareness Scheme (MiDAS) designed to enhance safe minibus driving standards. This is completed before they are allowed to drive the vehicles.

All staff administering medications have completed the Medications Awareness in Education training online and follow the Medical Policy. Some staff are given additional training on emergency medication specific to individual children by the CCNT employed by Family Nursing and Home Care (FNHC). Each classroom has a locked medicine cupboard, and the keys are signed out each time they are removed from the main office. The Regulation Officer recommended that the staff have an annual medication competency check to ensure proficient administration. The Registered Manager agreed to arrange this.

During the inspection feedback process, concerns were raised by parents about the safety of the school's perimeter due to its proximity to a busy main road. One parent described a near-miss event, and the staff reiterated that this had been escalated to the relevant departments previously. The lack of adequate fencing or secure gates at the front of the premises leaves the children and young people vulnerable to accidents. This is an area for improvement.

The buildings were observed to be freshly painted and there was significantly less clutter in the corridors than the previous inspection.

Is the Service Effective and Responsive?

Assessing the organisation of the service so that care receiver's needs are respected and met.
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Safeguarding concerns are taken seriously, and a robust safeguarding policy is in place. The school has a designated safeguarding team that will respond to any concerns raised, advise and support other staff on child protection matters, and submit referrals where necessary. Safeguarding trainers are on site and provide the training to all staff members.

The Registered Manager and deputy managers discussed notifications to inform the Commission of incidents, accidents, and near misses. Although the Commission received one notification since the previous inspection, the discussion revealed that several more notifications should have been submitted. This is an area for improvement.

The school has a four-stage complaints procedure, and it was positive to note that there have not been any significant complaints regarding care since the previous inspection. The teachers have dealt with any issues promptly without having to escalate them.

Staff feedback was generally positive. They all spoke highly of the senior leadership team, describing them as approachable and caring.

One staff member said, *"If we need to replace something, it is done without question"*.

Another staff member said, *"I feel fortunate to work here. The school has enabled me to complete my studies and been accommodating"*.

General comments included, “*The senior team has my back*” and “*We get to nominate people we think are doing a great job*”.

Although the Regulation Officer was informed that there are no formal supervisions in education, they were assured that weekly meetings occur for all staff teams, including transport, catering, teachers and maintenance, where issues can be raised and discussed. Objectives are created through the online system connect, which leads to the completion of annual appraisals for school staff.

Is the Service Caring?

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.

The school has a Service Level Agreement (SLA) with Family Nursing and Home Care to provide Community Children’s Nurses on-site to care for children with complex medical needs. A robust Standard Operating Procedure outlines nursing assessments, care plans, delivery of personal care, continence assessment, immunisations, planning and delivery of Mont A L’Abbe paediatrician clinics, record keeping and nurses delegating care to non-registrants.

The nurses have a range of clinical duties, including administering feeds and supporting hydration through gastrostomy buttons, continence assessments, height and weight measurements, personal care, medication administration, and immunisations.

The nurses train with teaching assistants to safely administer feeds through gastrostomy buttons and have a thorough competency document. The nurses also complete emergency epilepsy medicine training and EpiPen training with teaching assistants. These will be for a named child only. Drivers who transport children with clinical needs will be given basic training by the CCNT.

On referral to the nursing caseload, one of the nurses completes a comprehensive nursing assessment, and then a care plan is developed to meet the child's care needs. The care plans are agreed upon by the child (where appropriate) and the family. Care plans are evaluated every half-term at school and updated yearly unless required earlier, and copies are kept in the classrooms to refer to. The Regulation Officer viewed several care plans and was satisfied that these were detailed and relevant.

Two areas of good practice found during the inspection were that general practitioners are encouraged to visit the school to avoid children becoming dysregulated by leaving their safe environment, and complex needs clinics are run at the school by the community paediatric lead. Again, this avoids disruption and disturbance during the school day.

The school enjoys a well-equipped, modern kitchen and serves a hot lunch and dessert each day. The catering staff also give snacks should a child forget breakfast. The kitchen has been awarded a 5-star food-safe rating on a recent environmental health inspection.

Staff well-being is essential in this service as it is recognised that the school can be a challenging environment to work in. Along with following the Well-being and Mental Health Policy, the school has introduced several initiatives, including well-being boxes in the staff bathrooms with personal supplies, biscuits every Monday, free water cooler/dispenser in each of the staff rooms, social events in and out of school, staff choir after school, "dress down" days to name but a few.

The above policy also covers children's and young people's well-being, and a new well-being nurse will be on site imminently to offer support in school.

Is the Service Well-Led?

Evaluating the effectiveness of the service leadership and management.

A clear organisational structure is in place, led by the Registered Manager and supported by two deputy managers. Since the last inspection, classroom managers have been introduced. They manage staff who support the children, review plans and risk assessments, and have various other responsibilities. Each staff member who spoke with the Regulation Officer knew who their line manager was and how to escalate a concern or issue.

Every staff member is given a copy of the school handbook. This excellent aide memoir includes policies, job descriptions, guidance, absence management, diary dates, support and well-being, and learning culture. By signing the handbook, staff agree to read and refer to the policies.

The staff handbook has a suite of relevant school policies, including a code of conduct, safeguarding, medical, intimate care, well-being, and mental health policy. The Regulation Officer felt reassured that these policies are robust, easy to access and adhere to local and national legislation. The handbook also includes a link for staff to access CYPES and Government of Jersey policies.

A sample of the last three-monthly quality reports was requested and viewed at the inspection. These follow the Commission's template format and give a good insight into the staffing challenges faced, training completed, accidents, and incidents. However, staff completing the reports should ensure the correct review date is on the front and that the reports have a conclusion.

Staff training provision was discussed with the Registered Manager. The school has set training days each year to complete all mandatory and statutory training. The school benefits from several staff having completed train-the-trainer courses in moving and handling, safeguarding, and MAYBO (which provides positive and safer approaches to managing behaviour), which can be completed in-house.

Several staff have completed paediatric first aid training to ensure that first aiders are always on site. Eleven staff members are trained in Mental Health First Aid. However, as the training records were documented over several spreadsheets, it was difficult for the Regulation Officer to assess how many staff had completed training and gaps were found. Additionally, not all staff have completed infection control training; therefore, there is an area for improvement around ensuring all staff have training and improving the training records.

Feedback from representatives for the children and young people was positive.

“The care is fantastic; they know exactly what my child needs”.

“I worry my child will run into the main road, and there’s no zebra crossing”.

“It would be good if the school could offer a respite service as my child feels safe here”.

The Regulation Officer observed great communication between the staff and the children while walking around the primary school and the post-14 classrooms. The children and young people appeared to be happy, relaxed, and well cared for.

This service has demonstrated that it is complying with its mandatory registration conditions with the Commission, as reflected in its Statement of Purpose.

IMPROVEMENT PLAN

There were three 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 11.1</p> <p>To be completed by: 6 months from the date of inspection (12 May 2025)</p>	<p>The Registered Provider must ensure that appropriate steps are taken to ensure that children and young people with disabilities can independently and safely access all parts of the building including any outdoor spaces.</p>
	<p>Response by registered provider:</p> <p>All children and young people can safely access all parts of each building and are kept safe by fobbed entrances and exits. It is a future plan to ensure that all external fencing provides additional security and safety, and this is in conjunction with Jersey Property Holdings and CYPES. This will form part of the 2027 rebuild on site.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 6.4 and Appendix 4</p> <p>To be completed by: with immediate effect</p>	<p>Registered persons must notify the Jersey Care Commission of such incidents, accidents or other events that have posed or may pose a risk of harm as specified by the Jersey Care Commission.</p>
	<p>Response by registered provider:</p> <p>All senior staff have familiarised themselves with the route to share this information easily and quickly via the JCC website.</p>

<p>Area for Improvement 3</p> <p>Ref: Standard 3.2</p> <p>To be completed by: 6 months from the date of inspection (12 May 2025)</p>	<p>All staff must complete statutory and mandatory training. The Registered Manager must keep a training database with details of all training booked, completed. The training database must be available to the Jersey Care Commission upon request.</p>
	<p>Response by registered provider:</p> <p>The completed mandatory training log has been created and is being populated currently.</p>

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



Jersey Care Commission
1st Floor, Capital House
8 Church Street, St Helier
Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je/

Enquiries: enquiries@carecommission.je