



Jersey Care
Commission

INSPECTION REPORT

Sarum

Care Home Service

**Les Amis Head Office,
La Grande Route de St Martin
St Saviour, JE2 7JA**

18 and 25 September 2024

**Published:
6 December 2024**

1. THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity 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 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

2. ABOUT THE SERVICE

This is a report of the inspection of Sarum Care Home and there is a registered manager in place.

Registration Details	Detail
Regulated Activity	Care Home
Mandatory Conditions of Registration	
Type of care	Personal Care, Personal Support
Categories of care	Learning Disability and Autism
Maximum number of care receivers	Four
Maximum number in receipt personal care	Four
Age range of care receivers	18 years and over
Maximum number of care receivers that can be accommodated in each room	Rooms 1 – 4: One person
Discretionary Conditions of Registration	

There are no discretionary conditions

Additional information:

None

3. ABOUT THE INSPECTION

3.1 Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager nine days prior to the visit. This was to ensure that the Registered Manager would be available during the visit.

Inspection information	Detail
Dates and times of this inspection	18 September 2024, 10:30 – 16:00 25 September 2024, 16:00 – 17:15
Number of areas for development from this inspection	None
Number of care receivers accommodated on day of the inspection	Four
Date of previous inspection: Areas for development noted in 2023 Link to previous inspection report	15 August 2023 None Sarum, 2023 Report

3.2 Focus for this inspection

This inspection focused on these specific new lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

4. 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

Sarum is a five-bedroom detached house nicely situated in a small close in Gorey village. It is close to local shops and bars and on a good bus route to St Helier. One of the bedrooms is used for staff sleepovers, and four good-sized bedrooms are for the care receivers. An ensuite bedroom is located on the ground floor, with a further ensuite bedroom on the first floor. Two other bedrooms on the first floor share the house bathroom. Downstairs, there is a well-equipped kitchen, a lounge, a conservatory, and a staff office. A garden can be accessed from the conservatory and the lounge.

The service provides personal care to four individuals who enjoy living together. The care receivers are supported in maintaining independence, are involved in the running of the home, and work with staff to develop their care plans.

The Regulation Officer had the opportunity to meet with each of the care receivers individually. They described enjoying living at Sarum and feeling safe and supported. The majority of the staff team have worked together for several years, with the newest member joining them sixteen months ago. The staff are experienced and demonstrate care and compassion towards the care receivers.

Sarum is part of the Les Amis service and, along with other similar care homes within the organisation, share policies and procedures. These are reviewed by the Commission regularly and are maintained to an appropriate standard. The Regulation Officer was able to access the policies via the electronic human resource record system.

The inspection's findings were positive. The Regulation Officer met with the Registered Manager, Team Leader, and members of the care team. The Registered Manager was fully engaged with the inspection process, providing information and records on request and in a timely fashion. There were no areas of development.

5. INSPECTION PROCESS

5.1 How the inspection was undertaken

The Care Home Standards were referenced throughout the inspection.¹

Prior to the inspection visit, all the information held by the Commission about this service was reviewed, including the previous inspection report from 15 August 2023, review of the Statement of Purpose, variation requests and notification of incidents.

The Regulation Officer gathered feedback from four care receivers and three of their representatives. They also had discussions with the service's management and care staff. Additionally, feedback was provided by one professional external to the service.

As part of the inspection process, records including policies, care records and incident reports were examined.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager.

¹ The Care Home Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.je/Standards/>

This report sets out our findings and includes areas of good practice identified during the inspection.

5.2 Sources of evidence

The sources of evidence reviewed as part of this inspection are listed in Appendix 1.

6. INSPECTION FINDINGS

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.

Sarum has a comprehensive suite of policies accessed via the organisation's electronic record system. Staff were able to describe how to access the policies as required and had a working knowledge of the key policies that affect the safe management of the home. Policies are developed, reviewed, and updated centrally within the organisation with input via team meetings from Sarum and other Les Amis care homes.

The staff rota system was analysed, and safe cover was demonstrated over each 24-hour period. A care worker sleep-in system and an organisational on-call arrangement provide night cover. The home has a Registered Manager who is supported by a senior carer. There are two further full-time carers and a carer who provides zero hours cover as required. During staffing pressures, the team is supported by colleagues from another of the Les Amis care homes. Care staff described the team as flexible, supportive and helpful.

The Regulation Officer reviewed medication management within the home. Care staff administer medication to the care receivers in accordance with legislation and good practice. Staff have received the relevant training and were able to demonstrate competence in the medication management process. All medicines are kept safely in a locked cupboard in the staff room in individual, clearly labelled containers for each of the care receivers.

A local pharmacy provides the medication for the home along with the printed Medication Administration Record (MAR) document.

The Registered Manager also maintains a 'hospital pack' for each care receiver that can be taken to the hospital with the care receiver, along with the medications, in an emergency.

The service has an efficient system to ensure care receivers, who need support with their finances, are safeguarded through the appropriate use of the Capacity and Self-Determination (Jersey) Law 2016. All staff can access a capacity policy via the electronic record system.

The Regulation Officer viewed the home's fire safety log, which recorded the dates of the fire alarm, self-closing door, and emergency lighting tests. Sarum has an appointed fire marshal who, at each team meeting, takes the staff through the fire drill and any relevant updates. The care receivers have a monthly meeting when they are reminded of the importance of fire safety and what they need to do if the alarm sounds.

Feedback from a care receiver:

"Staff are kind and look after me, I feel safe at Sarum."

Is the service effective and responsive?

Assessing the organisation of the service so that care receiver's needs are respected and met.

The Registered Manager demonstrated a good understanding of the strengths and needs of the care receivers. They explained that they have all received care and support from the organisation for many years. Now they are ageing, their needs are changing, and the team are striving to increase the knowledge and skills required to continue to provide high-quality care. The Registered Manager has completed comprehensive training in caring for cognitive issues and dementia. They are attending a 'train the trainer' course in dementia to provide appropriate training to other staff within the organisation. Two of the care team have also completed training in 'Understanding Dementia', and the Registered Manager has forged links with Dementia Jersey for knowledge and support.

The organisation, along with other care providers in Jersey, went through a challenging period following COVID-19 in the recruitment of care staff locally. In collaboration with other services, including the Jersey Immigration Service, they recruited care staff from other jurisdictions. One new care staff has worked for Sarum for 16 months. Before coming to Jersey, they had trained as a nurse in Kenya and brought skills and knowledge to the Island. In discussion with the care worker, they described receiving a good induction, not only to the new work environment but also to help with the move to a new country and feel settled and supported.

Feedback from a carer:

"Coming to Jersey and working for Les Amis has been brilliant. I enjoy working with the care receivers. I feel it has been a privilege for me to come to Jersey."

Each care receiver has their interests and activities that they are supported to engage in. One of the care receivers volunteers at Communicare Centre in St Brelade and makes her way there and back by bus. Another care receiver volunteers at Acorn Industries in Trinity four mornings a week. They described raising money for local charities and completed several sponsored parachute jumps, with another one planned for next year.

They also enjoy having lunch and a beer at one of the local pubs. Evidence shows that each care receiver is supported in maintaining and developing their personal interests and activities.

Is the service caring?

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

Care receivers' records were reviewed on the electronic record system. There were comprehensive care records and evidence of good quality care planning with appropriate reviews. Each care receiver's record included an overview of their history, likes and dislikes, and family and community support systems. This allowed the Regulation Officer to get an indication of what was important to the care receiver before meeting with them and helped with the one-on-one discussions when receiving feedback regarding the care and support they received from the services. The care receivers physical, psychological and social needs were identified and planned for. It was evident the care receivers were involved in their care planning.

Feedback from care receivers' families highlighted the care and support provided to the care receivers. One of the family members stated the staff do a very good job and the quality of care has become more consistent over the years. Another family member said, *"I think the service is wonderful – it's exceptional"*. They went on to say that their relative is well looked after by the staff and *"Les Amis is a wonderful charity"*.

Feedback from family member:

"Xxx receives absolutely beautiful care...well looked after and has a good social life."

One of the professionals who input the home stated that interactions with staff have always been positive and professional, and the team provides good person-centred care. It is clear that the care receivers are happy there.

The Regulation Officer discussed with the Registered Manager the five notifications submitted to the Commission since the last Inspection. One involved the home ensuring early medical treatment following a change in health need. There was evidence of the home advocating for the most appropriate care and treatment with the safety of the care receiver being the uppermost priority.

Sarum provides personalised care based on the assessed needs of each of the care receivers who are actively involved in the process. Care staff demonstrate appropriate knowledge and skills, and the needs of the care receivers are at the forefront of the service provision.

Is the service well led?

Evaluating the effectiveness of the service leadership and management.

The Registered Manager described appropriate support and good communication from their line manager and Les Amis's senior management team. Registered managers from across the organisation have regular meetings where they share information and learn from each other's areas of good practice.

Feedback from a care receivers relative:

"I think the service is wonderful, its exceptional. The staff are wonderful and Xxx is well looked after and is happy."

The organisation has recently introduced bi-monthly team leader meetings covering topics such as training reviews and needs, sharing and learning from experience, and peer support. A recent outcome of the training review is identifying the need for resilience training, which is due to commence in January 2025.

All staff have three monthly supervision, which cover staff well-being, training, the Commission's Standards, and any other business, concluding with actions. There is also evidence of annual appraisals, which take place at the beginning of each year and cover self-reflection and goal setting for the year. There is a six-monthly review of the appraisal. However, the Registered Manager regularly encourages staff to add events and achievements to their appraisal throughout the year, ensuring it is a dynamic process.

While Sarum holds monthly team meetings, staff describe a service that provides an 'open door policy' where issues can be discussed as and when they arise. They feel confident approaching the Team Leader and the Registered Manager with problems or concerns.

The Regulation Officer reviewed three of the monthly reports completed since the last inspection, covering November 2023, February 2024 and May 2024. The reports were useful and identified no complaints about Sarum during the period reviewed, and no safeguarding concerns have been reported. However, they did not document the areas examined for each month relating to the Commission's Standards and Regulation Compliance. The Regulation Officer is aware that the standards are discussed during the monthly registered manager meetings in Les Amis. It is recommended that the monthly reports reflect which of the standards were discussed at the monthly meeting and record the details and outcomes within the monthly reports.

During the inspection, there was positive feedback and observed evidence of a well-led service. One of the relatives of the care receivers stated that the staff are doing a very good job, which has become more consistent over recent years. They further stated that if they had any concerns they would raise them with the Registered Manager who is very good.

Feedback from a care receivers relative:

"The care is excellent, Xxx is well looked after. The CEO is amazing doing a good job."

Care staff described a service with good team morale and informed the Regulation Officer that they enjoyed working as members of the team and with the care receivers. One member of staff stated, "*I love working here*".

DEVELOPMENT PLAN

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

Appendix 1 – Sources of Evidence

Follow up on previous areas for development	
Focus	Evidence Reviewed
No previous areas of development.	Not applicable
New key lines of enquiry	
Focus	Evidence Reviewed
Is the service safe	<ul style="list-style-type: none"> • Policies and procedures • Training • Fire safety • Feedback • Staff recruitment • Monthly provider reports: health and safety • Care plans & Risk assessments • Infection control measurements
Is the service effective and responsive	<ul style="list-style-type: none"> • Mandatory conditions • Duty rotas • Training • Feedback • Evidence of collaborative work

	<ul style="list-style-type: none"> • Care plans
Is the service caring	<ul style="list-style-type: none"> • Supervision and appraisals log • Staff meetings • Feedback • Care plan
Is the service well-led	<ul style="list-style-type: none"> • Policies and procedures • Training • Monthly provider reports • Feedback

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for development 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.



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