



**Jersey Care
Commission**

Summary Report

Silver Springs

Care Home Service

**La Route des Genets
St Brelade
JE3 8DB**

4 and 5 September 2024

Publication Date

3 December 2024

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

The improvement plan was discussed during this inspection, and some positive progress was made in the refurbishment of the home. However, due to the slow progress of the renovation to the individual bedrooms and the poor condition of the building's exterior elements, such as the drains, guttering and fascia's, this will continue to be an area of improvement.

Areas for Improvement will now be referred to as areas for development

4.2 Observations and overall findings from this inspection

Retention of key members of the staff team has remained strong, providing stability and continuity of care. Alongside staff retention, several new recruits have been added to the care staff team. This balance between experienced staff and fresh team members has contributed positively to the operational running of the home and the quality of support provided.

Annual appraisals offer staff the opportunity to discuss their skills, training needs, and development plans. However, appraisals have yet to be conducted for the workforce, making this an area for development.

Positive improvements have been made in the Human Resource (HR) processes implemented by a small and well-organised HR team. Recruitment practices have been enhanced, with strengthened safe recruitment procedures, including regular Disclosure and Barring Service (DBS) updates for long-term staff members.

The activities team plans, organises, and delivers meaningful and engaging activities throughout the week. A timetable of events is available to help care receivers, and their families know what activities are scheduled. This team is well-resourced, with the recent addition of a third member.

Training compliance is maintained through internal monitoring processes that provide the Registered Manager with clear oversight of mandatory training uptake among staff.

While some communal areas of the home have undergone noticeable refurbishment and enhancement, the resident bedrooms and exterior features still require repair and redecoration. This remains an area for development.

Staff well-being is considered, with quarterly supervision sessions that provide staff with the opportunity to discuss workplace or individual issues. The organisation also offers further well-being support to enhance staff welfare.

A 'resident of the day' model is in place. This is a whole-team approach that focuses on one care receiver each day. Care plans are reviewed, and the activities team considers options for activities with the resident. Additionally, the care receiver's room is deep cleaned, and a maintenance check is performed.

DEVELOPMENT PLAN

There were two areas for development 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 3.14</p> <p>To be completed: 5 January 2025</p>	<p>There needed to be evidence of annual appraisals being conducted for staff members.</p> <p>The service must conduct and document appraisals for staff members at least once a year.</p>
	<p>Response by registered provider:</p> <p>Review of supervisions and Appraisal process and completion of Annual Appraisals for all staff employed in the home.</p> <p>Supervisions and Appraisal matrix in place and all departments adhering to this moving forward.</p>
<p>Area for Development 2</p> <p>Ref: Standard 7</p> <p>To be completed: 5 December 2024</p>	<p>A refurbishment plan is underway; however, resident bedrooms remain outdated and need decoration and upgrades. Additionally, essential exterior features of the building, such as drains, gutters, and fascia, are in poor condition and require repair and redecoration.</p> <p>A refurbishment project plan, including timelines for the proposed completion of these essential works, is required to be submitted to the Commission.</p>
	<p>Response by registered provider:</p> <p>Since the inspection 5 further bedrooms have been completed and refurbished. Improvement plan for bedrooms will continue.</p>

	<p>Review underway of improvement plan with the Registered Home Manager and Estates Director for the Company and will be submitted to the JCC, this will address the external works required.</p>
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The full report can be accessed from [here](#).