



**Jersey Care  
Commission**

# **Summary Report**

**Abbeyfield**

**Care Home Service**

**Nelson Avenue  
St Helier  
JE2 4PD**

**24 and 30 October 2024**

**Publication Date  
16 January 2025**

## SUMMARY OF INSPECTION FINDINGS

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

At the last inspection, no areas for improvement were identified. Areas for improvement will now be referred to as areas for development.

### 4.2 Observations and overall findings from this inspection

Abbeyfield promotes independent living and provides personal care and support as required. The home prides itself on providing comfort, security and friendship in a warm and friendly atmosphere.

Professional feedback:

*“The staff are very caring and respectful towards the patients and appear to be very much liked by the residents.”*

That was the observation of the regulation officers during the inspection and confirmed during feedback sought from the care receivers. Care receivers also feedback how they are supported to make choices to maintain their independence.

The Registered Manager has been in their role for nine years and this year completed their Level 5 Diploma in Health and Social Care Management and are committed to the continuous improvement of the home.

The Registered Manager is visible in the home and operates an open-door policy and regularly engages with the care receivers and their families.

During the inspection visit, the Registered Manager provided the regulation officers with a tour of the home and surrounding grounds. The home is well maintained and in good decorative order, and it was evident that care receivers are happy, and caregivers are professional, kind and caring.

Since the last inspection, two new employees have joined the staff team, who have considerable experience and there are currently no vacancies.

Professional feedback:

*“The Registered Manager is an excellent leader and always wants the best for her patients. The Deputy Manager and other staff members are always very approachable in their absence.”*

## 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.

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| <b>Area for Development 1</b><br><br><b>Ref:</b> Standard 3.11<br><br><b>To be completed:</b><br>by 31 December 2024 | The registered person will keep a training database updated with all training booked, completed and due which will be made available to the Jersey Care Commission upon request. |
|  | <b>Response by registered provider:</b><br><b>An updated easy to read training database is now in place</b>  |

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| <b>Area for Development 2</b><br><br><b>Ref:</b> Standard 1.6<br><br><b>To be completed:</b><br>by 31 January 2025 | The Registered Provider must ensure that the home's policies are in date and regularly reviewed with dates added to the document.                             |
|  | <b>Response by registered provider:</b><br>Although all policies are reviewed annually unfortunately some dates had been missed. These have now been amended. |

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