



**Jersey Care  
Commission**

## **Summary Report**

**Les Charrieres  
Residential and Nursing Home  
Care Home Service**

**La Rue Des Charrieres  
St Peter  
JE3 7ZQ**

**16 and 18 December 2024**

## **SUMMARY OF INSPECTION FINDINGS**

The following is a summary of what we found during this inspection. Further information about our findings is contained in the main body of this report.

The home's management team continue to be actively engaged and accessible within the home and have an open style of management that encourages communication at any time. Care receivers, family members, external health professionals, and staff stated that they found them approachable. Since the last inspection, staff turnover has been minimal, and there are enough staff employed to ensure that staff do not have to work excessive hours. The home's staffing levels consistently meet the required minimum Standards.

New staff are recruited and inducted safely. A review of recently employed staff recruitment records confirmed adherence to the Standards. Ongoing criminal records checks are conducted for all staff, as evidenced by the records, following the Standards. Newly recruited staff reported receiving a thorough induction along with adequate training. Staff commented on the good quality of training provided by the organisation. Supervision sessions are provided, and staff expressed satisfaction in their work, commenting that they felt valued by the management team.

The provider has quality assurance arrangements to ensure compliance with the standards and identify areas for improvement. Sample reports demonstrated a comprehensive review of the home's care provision.

Care receivers, their relatives, and external health professionals were complimentary of the care provided, expressing confidence that care receivers were well looked after. Relatives said they felt supported and welcomed, commenting that they could visit freely and had built up good relationships with the staff team, whom they spoke of highly.

A comprehensive activities programme is arranged, which is varied in terms of what is offered and when. Opportunities are provided for care receivers to go out, and social engagements are recognised as an essential activity.

The two areas for improvement identified last year have been met. Following this inspection, one area for development has been identified, which relates to the consistent use of sensor alarms.

## DEVELOPMENT PLAN

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

<b>Area for Development 1</b>  <b>Ref:</b> Standard 4.6  <b>To be completed:</b> with immediate effect	The Registered Provider must ensure that where sensor alarms are considered as a falls prevention measure, they should be used consistently and effectively in accordance with the care plan.
	<b>Response by registered provider:</b>  <b>We have reviewed each sensor that is in place for falls prevention, to ensure that A) batteries are checked and working B) staffs understanding of the importance of the sensor and the correct use. We have completed with all staff, including Domestic team, in house training on the use of sensors and a competency completed</b>

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