



**Jersey Care  
Commission**

## **Summary Report**

**Aztec House**

**Care Home Service**

**37 Kensington Place**

**St Helier**

**JE2 3PA**

**Dates of inspection:**

**5, 10 and 12 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.

Staff retention in this home remains stable, with only two new appointments since the last inspection in November and December 2023. Staffing levels are sufficient to deliver support to residents that aligns with this home's Statement of Purpose, and they are supported by an experienced team of relief workers. Safer recruitment practices were reviewed and followed, with criminal record checks in place for staff.

Notifiable events were appropriately reported, and safeguarding measures are effective, including collaboration with multi-agency partners. No formal complaints have been logged since the last inspection, although residents provide regular feedback on daily issues.

Health and safety measures, such as water testing, portable appliance testing, and risk assessments, were compliant with best practices. Fire safety inspections and maintenance were up-to-date, and daily checks of residents' rooms ensured fire safety standards were met. CCTV is being upgraded, and panic alarms are in place to enhance the security of staff and residents.

Medication management aligns with best practices, with regular audits and reviews. Until recently, medication competency reviews of staff were not taking place; however, this is being rectified.

Financial management processes ensure residents' funds are securely handled, with regular audits completed. Key workers regularly meet with residents to develop personalised action plans using the Outcome Star tool. Residents' records are stored electronically and were observed to respect confidentiality. GP and other health services are provided on-site to residents.

Staff receive regular supervision and complete a mandatory training programme with additional specialised training available. New staff complete comprehensive inductions, and this is recorded in their personnel file.

The home supports residents in transitioning to independent living, although some may stay long-term due to enduring challenges. The Registered Manager reported improved relationships with multi-agency partners resulting in better outcomes for those residents moving on.

Feedback from external professionals and those residents spoken to was positive.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan has not been issued.

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