



**Jersey Care
Commission**

Summary Report

Highlands Care Home

Care Home Service

**La Rue du Froid Vent
St Saviour
JE2 7LJ**

12 December 2024 & 22 January 2025

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 Regulation Officer reviewed care receivers' files, finding risk assessments thorough, organised, and regularly updated with IT reminders for monthly reviews. A facility walk-through confirmed a clean, safe, and welcoming environment. Staffing levels met standards, with structured appraisals and a centralised system ensuring oversight. Safer recruitment practices were improved, with well-organised human resource (HR) files.

The home demonstrates a proactive approach to safety and personalised care, with comprehensive documentation, fall assessments, and an IT system that supports the process of producing individualised care plans. The home supports a diverse population and collaborates with external services like Learning Disability and Mental Health Services. Training on resilience, drug awareness, and Capacity and Self-Determination Law ensures staff have relevant training. The home promotes autonomy, positive risk-taking, and quality-of-life enhancements, with notable examples of goal-focused care. End-of-life (EOL) care includes secure Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) recording, integrated care plans, and highly personalised provisions, reflecting sensitivity to care receivers' physical, emotional, and spiritual needs.

The Care Home encourages a supportive environment for care receivers and staff. Care receivers praise the "amazing" and "caring" staff, while professionals commend the home's compassionate, person-centred care despite some concerns about new referral assessment delays. The home encourages personalised living spaces, supports independence, and plans activities tailored to individual needs. Examples include a care receiver's recovery-supported discharge and social outings to combat loneliness. Staff communication strategies aim to empower care receivers with demand avoidance behaviours. The home values its workforce through initiatives like employee of the month, holiday pay incentives, bonuses, and celebrations, with an aim of promoting a culture of recognition, trust, and engagement.

The Regulation Officer viewed evidence of an inclusive, supportive environment tailored to staff needs. It mentors team members pursuing Level 2 qualifications and provides structured, person-centred support for challenges like ADHD. Cultural accommodations include flexible holiday options and respectful dialogue for staff of different religions. The home implements health and safety protocols, with systematic checks on equipment, furniture, and essential safety systems like extractor fans and window restrictors. Maintenance and safety registers ensure timely interventions. Fire safety and health training are mandatory, with staff actively contributing to hazard reporting and compliance, promoting a secure and respectful workplace.

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](#).