



**Jersey Care  
Commission**

# **Summary Report**

**Lakeside Manor**

**Care Home Service**

**Rue de la Commune,  
St Peter  
JE3 7BN**

**Inspection Date  
5 June 2025**

**Date Published  
3 July 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.

Lakeside Manor Care Home has changed leadership since the last inspection, with the appointment of a new Registered Manager with experience managing care homes at a regional level. Staff, including those newly appointed and those employed long-term, provided feedback on the transition. Most reported noticeable changes in management style, with general agreement that new practices had been introduced.

Recruitment processes follow Barchester Healthcare's corporate procedures and include checks such as references, Disclosure and Barring Service clearance, right-to-work documentation, and health screening. These are processed primarily through a central human resources (HR) team, with local checks, such as Social Security and immigration status, completed in Jersey. Staff cannot commence work until all pre-employment checks have been verified. A standardised induction is provided, including an online programme completed before staff are placed on shift.

Staffing levels have been increased in response to the current care needs, with 13 staff on duty during day shifts and seven overnight. The home is transitioning to a digital care management platform, replacing paper records with handheld digital devices. Daily notes varied in quality at the time of inspection, but the new system is expected to improve consistency.

Senior staff complete care assessments prior to admission and involve relevant professionals. Information can be provided to care receivers in multiple formats, including large print, translated versions, and audio. The home accepts Long-Term Care benefit funding, and additional costs are outlined in care agreements. Annual fee increases are communicated in writing.

The care plans and risk assessments reviewed during the inspection were personalised and covered key care areas. Confidentiality policies are included in the staff handbook, and breaches are classified as gross misconduct. Staff are made aware of their obligations through training and written guidance.

The home is undergoing refurbishment, including updated bathrooms, lounges, and kitchen areas. New furniture and bedroom upgrades are scheduled. During daily meetings, departments share a new handover template.

The home oversees significant events and safeguarding concerns through internal meetings and formal notifications to the Commission. Policy adaptations to reflect Jersey legislation are coordinated between the Registered Manager and Barchester's governance team.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan is not required.

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