

About the CQC Inspection



We were very shocked and surprised at the ratings given in this report. We took legal advice on the initial report that had a number of inaccuracies and contradictions. A number of residents and staff on reading the final report said they were “disgusted and saddened” and said this did not give a true reflection of our home.

There are many wonderful brothers and sisters working in Jah-Jireh with new volunteers ready to support us. Our prayers are with our dear managers who work very hard and have been so successful for the past 30 years.

We have taken advice from a professional independent compliance company who on completion of their inspection gave us much more positive feedback. Therefore this is our response to the CQC Inspection Report:

- The physical work in progress at the time of the inspection has all been completed.
- We now contract with a number of nursing/care agencies outside of the faith to bridge any gaps and ensure we are fully staffed and compliant at all times.
- There is a full complement of contracted care staff employed by the home but we are currently advertising for nurses, of which there is a national shortage.
- After taking advice from the Alzheimer and Dementia UK societies and other research facilities, we are looking to making the home more dementia friendly. Over the coming months we are planning ways to educate and train our staff to work with the social model of “Living with Dementia” rather than the medical model that views dementia as a disability and focusses more on what a person cannot do.
- Improvement is currently being made to our pre admission process to involve families and/or friends to complete a life story book of each individual before coming to the home, to help us to know the person before they come to us as this is a recognised good care practice that enables us to deliver person centred care. We have some good ideas to achieve this.
- Recently our policies and procedures have been renewed to bring them up to date, with a robust process for regular review and adjustment to ensure full compliance with legislative regulation and include mock inspection procedures. These will be implemented over the coming months.
- Improvement has been made to our IT systems in such a way that will enable managers to email their staff and keep them regularly updated with change.
- At present a pilot scheme is in place to put staff on the new “Care Certificate” that will map out their individual training needs from induction to ongoing training requirements and will be available for all staff in the near future.

We are excited about our plans for the future and hope our success in following through on this report will be seen in our later CQC assessment ratings.

If anyone reading this report has any concerns about the care that we are providing, please do not hesitate to contact us at head office, where this can be discussed further.

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