



**Jersey Care  
Commission**

## **INSPECTION REPORT**

**Sandybrook Day Centre**

**Adult Day Care Service**

**La Rue du Craslin  
St Peter  
JE3 7ZZ**

**22 and 29 March 2021**

## THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all providers of care homes, home care and adult day care services must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 32 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

## ABOUT THE SERVICE

This is a report of the inspection of Sandybrook Day Centre. The service is situated in St Peter and linked to Sandybrook Nursing Home. The centre is a single storey building and has plenty of internal space which enables a range of activities to take place at any one time. The service became registered with the Commission on 30 November 2020 and the current registered manager became registered on 5 February 2021.

The centre is open five days a week, Monday to Friday. The service provides transport and assistance to get to and from the centre and is staffed by a full-time manager, health care assistants, domestic and catering staff. The centre previously benefited from volunteers but, due to the Covid-19 pandemic, volunteers no longer make up the staff team. At the time of the inspection the centre provided a service to 30 care receivers in total and had no further capacity to accept new referrals. A waiting list is in place.

The service's aims and objectives as described in the Statement of Purpose is to *'provide care, support, opportunities to socialise and both mental and physical stimulation'*.

Regulated Activity	Adult day care service
Conditions of Registration	<u>Mandatory</u>  Type of care: Personal care and personal support Category of care: Old age Maximum number of care receivers: 20 Maximum number in receipt of personal care / personal support: 20 Age range of care receivers: 60 years and above

	<u>Discretionary</u> Rachael Therin registered as manager of Sandybrook Day Care Centre must complete a Level 5 Diploma in Leadership in Health and Social Care by 5 February 2024.
Dates of Inspection	22 and 29 March 2021
Times of Inspection	11:15am – 3:15pm and 11:10am – 1:30pm
Type of Inspection	Announced
Number of areas for improvement	Two
Number of care receivers using the service on both days of the inspection	12

The Adult Day Care Service is operated by Government of Jersey, Health and Community Services and the registered manager is Rachel Therin.

The discretionary condition on the service’s registration relates to the manager’s qualifications. This was discussed and the manager advised that she had enrolled on a Level 5 Diploma and anticipates being able to obtain the qualification within the identified timeframe for completion.

## 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 day care service was found to be delivering effective support to care receivers. Information received from them confirmed that they were satisfied with the support they receive, and care receivers spoke of many ways in which they benefit from attending the day centre. On both days of the inspection, the atmosphere in the day centre was found to be vibrant and uplifting; warm and humorous interactions between staff and care receivers were observed and heard. The environment was found to be well maintained and it had been redecorated and new flooring laid whilst the centre was closed at the height of the pandemic in 2020.

Care receivers spoke positively of the choice and standard of food provided. They said they enjoyed the variety of foods and commented on the availability of hot and cold drinks also. A variety of group and individual activities is offered and there was evidence of care receivers participating in activities that are meaningful and enjoyable to them. One of the strengths of the service was the high level of satisfaction expressed by care receivers; they described a service which was invaluable to them and clearly had a positive impact on their lives.

Care receivers can influence the way the day centre is operated and their feedback is routinely sought. The manager holds regular meetings with people attending the

service and they can propose suggestions for activities, menus and how to engage in the community.

Staff are recruited safely although the registered manager does not have sufficient oversight of the recruitment process to ensure the Standards relating to safe recruitment are met, which is an area for improvement. Training is provided for staff, and they also benefit for 1:1 supervision and appraisals. The staff team described the ethos of the service as offering care receivers an enjoyable and pleasurable experience and they described how this helps to promote wellbeing. Staff spoke positively about their role and indicated that they were committed and motivated towards making sure that care receivers have positive experiences when attending the centre.

Staff were knowledgeable of the people attending the day centre during both inspection days and knew of their personal circumstances and ways in which they need support. Staff spoke of the benefit of the 'All about me' document which was available in samples of care receivers' records. There is one additional area for improvement which relates to the quality of record keeping. Care receivers' support plans should be improved upon to provide evidence of their involvement in their development and review and to specify their objectives and outcomes of attending the day centre.

## INSPECTION PROCESS

This inspection was announced and notice of the inspection visit was given to the registered manager two days before the visit. This was to ensure that the registered manager would be available during the visit and to confirm the service's infection prevention and control arrangements. This was the first inspection since the service became registered and was carried out by one Regulation Officer.

The Adult Day Care Standards were referenced throughout the inspection.<sup>1</sup>

This inspection focussed on the following lines of enquiry:

- Information about the service
- Planning care with care receivers
- Making decisions which respects lifestyle wishes and preferences
- Approaches to care and welfare of care receivers
- Activities that reflect preferences and lifestyle
- The service provided will be reviewed regularly

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<sup>1</sup> The Adult Day Care Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.je/Standards/>

Prior to our inspection visit, all of the information held by the Commission about this service was reviewed.

The Regulation Officer sought the views of the people who use the service and spoke with managerial and other staff. The Regulation Officer spoke with seven care receivers who were attending the day centre on both inspection visits. In addition to the registered manager, five health care assistants were also spoken with over both days.

During the inspection, records including policies, care records, information leaflet, staff induction programme and appraisal documents, feedback meetings and quality monitoring records were examined. The inspection included a tour of the building. The Regulation Officer spent time in the communal areas and directly observed care receivers participating in their chosen activities.

At the conclusion of the inspection, the Regulation Officer provided feedback to the registered manager.

This report sets out our findings and includes areas of good practice identified during the inspection. Where areas for improvement have been identified, these are described in the report and an action plan is attached at the end of the report.

## **INSPECTION FINDINGS**

### **Information about the service**

Reference was made to Standard 1 of the Adult Day Care Standards which states: "You will be given information that is shared in a way that you understand. This will tell you and others about the service and how you will be cared for."

The Statement of Purpose describes the nature and range of services to be provided which is consistent with the certificate of registration. A discussion with the registered manager confirmed their understanding of the aims and objectives of the service and described the ethos of the service as providing people with opportunities to socialise, make friends and take part in a range of activities.

Ordinarily the day centre can accommodate up to 20 care receivers each day. However, due to physical distancing requirements necessary due to the pandemic, a maximum of 12 care receivers attend each day. There is a waiting list for people who have expressed an interest in attending and of who have been referred into the service. Infection prevention and control measures were in place and a good standard of hygiene and cleanliness was observed during both inspection visits. Measures included the availability of hand sanitizer, protective equipment for staff and clearly identified areas within the centre where activities take place. Staff were observed continually cleaning communal areas after they had been used in order to minimise the risk of infection.

The information leaflet and offer letter that is provided to people coming to the centre was examined and found to provide details relating to transport arrangements, fees, complaints and feedback information. Information about how care receivers can provide compliments and complaints directly to the Government of Jersey is displayed in the entrance to the day centre, which should be revised to include the Commission's contact details.

The registered manager described the ways in which care receivers' needs are assessed to ensure attendance at the day centre is appropriate to meet their health and social care needs. There are systems in place to also review care receivers' placements within the centre to ensure that the placement remains appropriate in meeting individual need. The manager described one situation whereby a multi-disciplinary discussion was arranged to discuss whether one care receiver's continued attendance at the centre remained appropriate to their needs.

Discussions with the registered manager and care receivers confirmed that people attend the day centre for several reasons which included reducing social isolation, allow opportunities to develop friendships, promoting wellbeing, supporting carers and supporting care receivers to engage in the community. The inspection found evidence of good outcomes for care receivers of this service including having companionship, occupation and good relationships with staff. This positive experience improves their quality of life and wellbeing. An observation of care receivers mobilising throughout the centre and a discussion with the manager confirmed that there were no environmental restrictions that prevented people from accessing or leaving the centre.

### **Planning care with care receivers**

Reference was made to Standard 2 of the Adult Day Care Standards which states: "You will be cared for and helped in a way which has been planned with you."

A sample of four receivers' care records which are stored electronically on a system called 'Care Partner', was examined. Assessments completed by health professionals were accessed which provided an overview of individual physical, social and emotional needs setting out the reason for referral into the day service. The outcome of peoples' experiences at the day centre is recorded at the end of each session on this system. Of the sample of records reviewed, the entries made showed that people enjoyed attending the day centre and had meaningful occupation and interactions with others.

Additional records pertaining to information such as risk assessments, support plans and 'All about Me' documents are stored on a separate electronic system which can be accessed by all staff working within the centre. 'This is Me' documents provided information about the person other than their health and support requirements and important information relating to their lifestyles and interests.

There were some discrepancies between the assessments recorded on 'Care Partner' and the support plans devised by day centre staff. One example included a person's assessment identifying that they had a tendency to fall and required help

with medication administration. This was discussed with the registered manager who advised that the individual did not require support with medication whilst attending the day centre, however a plan of support should be implemented to describe the measures in place to prevent falls. Another example included one care receiver's assessment describing difficulties with communication, however the ways in which they are supported to communicate was limited in the support plan.

There was little evidence to show that care receivers or their representatives had been involved in the development of personal plans or that their specific goals and aspirations recorded. This is an area for improvement which was discussed with the registered manager during the visit.

From a review of the records, it was noted that staff had made referrals made to external health professionals when they noted changes in care receivers' conditions which was an example of good practice.

### **Making decisions which respects lifestyle wishes and preferences**

Reference was made to Standard 5 of the Adult Day Care Standards which states: "You will be supported to make your own decisions and you will receive care and support which respects your lifestyle, wishes and preferences."

A discussion with the registered manager highlighted the measures that had been implemented to support one care receiver to communicate effectively with staff and others in the centre. This care receiver's support plan made reference to preserving their dignity and recognising that certain areas within the centre were best suited to meet their needs. The manager explained that personalised communication aids had been devised to help the individual to communicate whilst attending the centre.

The manager explained the concept of the 'community meetings' which are held on various days during the month and allow for care receiver/ relative participation about how the service is run. Monthly questionnaires are also provided to care receivers as a means of consulting with them about their experiences of attending. The manager explained that some changes have been made because of feedback that has been provided, which included choices of music and television programmes being catered for.

During the inspection, one care receiver described that they had suggested an idea to raise money for charity which staff had responded positively to. One person was observed knitting during the inspection and described that they had made blankets for various charities.

In conversation with one care receiver, they described that their preferences as to how they spend their time in the centre is valued and respected. They described that they enjoyed coming to the centre and benefitted immensely from having contact with friends and taking part in group activities and discussions. Another person described the centre as their "lifeline" and said they "couldn't live without it". They spoke of staff providing an outreach service when the day centre had to close

temporarily at the outset of the pandemic and were extremely grateful that they had been able to receive visits from staff who checked on their wellbeing.

During both inspection visits, examples of staff promoting care receivers' independence and preferences regarding activities was observed. Staff were observed helping facilitate group conversations and activities and a review of one care receiver's support plan recorded that staff encouraged one person to use quiet space as needed. The number of care receivers in attendance each day allowed small group and one to one activity as preferred.

During both inspection visits, care receivers spoke of the quality and choice of food available in the day centre. In addition to hot and cold drinks, lunch is served which consists of a three-course hot meal. One care receiver described that their dietary requirements are catered for and another person who had recently started attending the centre described the food choices as "wonderful".

### **Approaches to care and welfare of care receivers**

Reference was made to Standard 6 of the Adult Day Care Standards which states: "Your care will be provided with consistency by competent care and support workers who have the necessary training and qualifications to meet your needs."

Staff are recruited in accordance with the Government of Jersey's policy and this is managed centrally by a Human Resources team. The Regulation Officer reviewed a sample of staff files on 5 May 2021 which confirmed that a safe approach to recruitment is adopted. Staff files included an application form, full employment history, details of referees, statement of personal qualities, proof of identity and right to employment and a signed declaration form by the applicant that they are not disqualified from working with vulnerable adults due to previous offences.

All necessary recruitment checks including references and criminal records check were obtained in advance of staff starting work. One newly recruited staff member is yet to be provided with a start date as all safe recruitment checks have not been provided. The registered manager confirmed that she does not have sight of references or criminal records checks and relies upon the recruiting team to confirm that these have been obtained. The registered manager has a key responsibility in ensuring that all staff who are supplied to work with care receivers have gone through a safe recruitment process and that all relevant information is accessed in order to make a decision about care staff working with care receivers. This area requires improvement.

The staffing arrangements during both inspection visits showed that the day centre is staffed in accordance with the Statement of Purpose. The staff on duty were a consistent staff team and the centre is staffed by a combination of both permanent and bank staff. Five care staff were spoken with and they all described that the staffing numbers were sufficient each day and allowed them to spend quality time with care receivers. This was directly observed during both inspection visits where staff were noted to be engaging and partaking in activities. They also described the atmosphere as good and the centre as a nice place for them to work. Staff were observed also to be frequently cleaning the communal areas as part of infection



prevention arrangements. The manager confirmed that some of the furniture is to be replaced as it is no longer fit for purpose.

The registered manager maintains a presence in the centre and is in the process of completing a management qualification. One member of staff has a Level 3 diploma and all other staff have Level 2 qualification in health and social care. There is a training plan in place which evidences that mandatory training will be delivered as well as other training specific to individual need. The training records showed staff had received mandatory training and other training relevant to their roles and responsibilities. Examples of training delivered were safe handling, safeguarding, support for people with Parkinson's, dementia awareness, food hygiene, infection control and basic life support. All staff who administer medication have completed appropriate training.

Records relating to the induction process for the most recently employed staff member were not available for review during the inspection, and the manager recognised the induction process was not as detailed as it should have been. As a result, a new induction process has been developed which will include information specific to the day centre's operation which was examined during the inspection. Thereafter, supervision and appraisal systems and refresher training are in place to monitor and improve staff practice. The staff appraisal template was briefly examined during the visit and arrangements for staff appraisals were scheduled to start in April.

Staff meetings are held regularly and additionally team discussions are held at the end of each day to reflect on the day's activities and to evaluate the care and support provided. The staff team described that the team worked well together and that they find the manager to be approachable and responsive to any issues that are raised. The manager spoke positively of the staff team and their commitment and motivation to ensure care receivers benefit from the service. Care receivers were extremely complimentary and praising of the care and support they received from staff whilst attending the day centre.

### **Activities that reflect preferences and lifestyle**

Reference was made to Standard 8 of the Adult Day Care Standards which states: "There will be a range of activities which reflect your preferences and lifestyle."
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The day centre was found to be welcoming and was well equipped with books, jigsaws, crafts, games and other relevant materials. During both inspection visits, the Regulation Officer observed activities taking place which assisted care receivers with their social, cognitive, physical and emotional needs. Support staff had created boards which enabled a group of care receivers to play dominoes whilst adhering to physical distancing requirements.

Care receivers spoke highly of the immense benefits to them in attending the day centre, in particular the kindness and consideration of staff, the company of others and the activities provided. They said that they could choose activities and were free to participate or opt out if they wanted to. One person described that they had put

forward a suggestion of raising money for charity that had been listened to and welcomed by staff.

Care receivers were asked what they thought of the day centre and their responses were very positive with comments such as “it’s great, I have people here to talk to, and we have a laugh”, “I love it, it’s great, I couldn’t live without it” and “it’s wonderful, I have a great time, there’s a good choice of food and lots going on”.

At the outset of the pandemic in 2020 the day centre closed, and one person described to the Regulation Officer that the day centre was their “lifeline” and spoke of the outreach service that staff provided whilst the centre was closed. The care receiver described this additional service as a much-needed boost to their wellbeing and felt reassured that they were visited by familiar staff during the lockdown period. The care receiver was able to describe the positive impact on their life and the various friendships they had made as a result of attending the day centre. There are currently no volunteers helping in the centre. The registered manager is hoping that the hairdresser will resume their visits when Covid-19 restrictions allow.

### **The service provided will be reviewed regularly**

Reference was made to Standard 11 of the Adult Day Care Standards which states: “The care service will be checked and reviewed regularly to sort out any issues and make things better for you and others.”
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The quality of care and support provided, and experiences of care receivers is monitored on a regular basis. There is a clear management structure in place and staff described their roles, responsibilities and mechanisms for reporting. The registered manager explained that due to the pandemic and to minimise footfall into the centre, she had been reviewing the service and compiling a monthly report which is then reviewed by a colleague. With the easing of restrictions, this approach must be improved upon to ensure the effective governance and operational management of the day centre.

## IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 3.6</p> <p><b>To be completed by:</b> with immediate effect</p>	<p>The registered provider must ensure that the registered manager has oversight of the recruitment process for new staff.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 2.4</p> <p><b>To be completed by:</b> 3 months from the date of inspection (22 June 2021).</p>	<p>Care receivers' personal plans should provide details of their goals, aims and preferences and evidence that care receiver have been involved in their development and review.</p>
<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 3.6</p> <p><b>To be completed by:</b> with immediate effect</p>	<p><b>Response by registered provider:</b> Recruitment records are held centrally with HR. Contact name has been given to JCC in order to respond to requests set out for any recruitment documentation required.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 2.4</p> <p><b>To be completed by:</b> 3 months from the date of inspection (22 June 2021).</p>	<p><b>Response by registered provider:</b> There will be a review of standard operating procedures around commencements of day services to involve a meeting between the centre lead, care receiver and/or delegates to draw up mutually agreed personal plans. We will also integrate plans to assure that there has been a conversation between the centre lead and case coordinator to discuss the assessment of need and identify and document those needs the centre should assist to meet, and those which are not pertinent to the centre (for example medication administered outside centre hours).</p>

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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