



**Jersey Care
Commission**

INSPECTION REPORT

Hollies Day Centre

Adult Day Care Service

**La Rue Hilgrove
Gorey Village
Grouville
JE3 9EZ**

7 and 22 May 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 Hollies Day Centre. The service is situated in Gorey village, with access to shops, restaurants, and the beach. The centre is a two-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 12 November 2020 and the current 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 if available, but some care receivers are also brought by friends or family. There is no allocated parking at the centre and the road is on a considerable hill. This can create some issues for care receivers with reduced mobility and the registered manager stated that it is hoped that arrangements could be made for parking directly outside the centre. At the time of the inspection, the centre provided a service to 29 care receivers in total. The service has capacity for 21 care receivers on each day but currently only 12 care receivers can access the service each day. The reduced level of capacity was due to infection prevention guidelines and there was a waiting list of 17 people.

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: 21 Maximum number in receipt of personal care / personal support: 21 Age range of care receivers: 60 years and above

Dates of Inspection	7 and 22 May 2021
Times of Inspection	8.35am – 12.30pm on 7 May 2021 10am – 11am on 22 May 2021
Type of Inspection	Announced
Number of areas for improvement	Two

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

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 a limited number of care receivers as they were still working within infection control guidelines. It was positive to note that the registered manager was working with the Infection Control Nurse to provide a service to an increased number of service users in a safe manner.

Maintenance issues are affecting the enjoyment of the centre for care receivers. The lift being out of order not only prevents some care receivers from being able to socialise with each other and take part in some activities, but also means that care receivers cannot have a hot meal. There was no clear plan to ensure that the lift and other outside maintenance issues would be addressed, and this is an area for improvement.

A review of care plans evidenced that assessments are completed in advance of referral to the service. Visits to the care receiver at home are made by the registered manager and day centre attendance is reviewed after six weeks to ensure that it meets the needs of the care receiver. A support plan specifically for day centre attendance is kept on an electronic system evidence that individual needs and preferences are supported. Healthcare professionals were positive about the service offered and the benefits to care receivers. This was evidence of good practice.

The day care service was lively, with a warm atmosphere on both days of the inspection. The Regulation Officer witnessed supportive relationships between staff and care receivers and that knowledge of preferences and activities were used to promote discussion. Staff were proactive in setting up activities or spending time one to one with care receivers who preferred this.

A variety of group and individual activities are offered and there was evidence of care receivers participating in activities which are meaningful and enjoyable to them. Care receivers and their relatives all reported a high level of satisfaction with the service and were positive about the staff team. An area of good practice was the support given by support workers to care receivers in their own home during the period of the pandemic.

The manager is new to this service but has already started to make changes which will have a positive impact for care receivers and their relatives. There was evidence of communication with relatives to source information for memory boxes to stimulate conversation with care receivers. The development of a newsletter to keep relatives updated would be appreciated by all consulted.

Staff are recruited safely, and there is a central process to ensure that the manager has all information before agreeing a start date. Training is provided for staff, although this can be difficult to access. The registered manager is seeking to provide an additional office and computer to facilitate online training. Although permanent staff receive monthly supervision and yearly appraisals, this was not consistently offered or provided to other staff. It is an area for improvement that this should be provided to all staff, regardless of whether they are permanent. Staff appeared to really enjoy their role and were committed and motivated to provide a positive experience for care receivers at The Hollies.

A monthly report is currently being prepared by the registered manager and there are changes to ensure that this is completed by an independent person from an alternate day service.

INSPECTION PROCESS

This inspection was announced and notice of the inspection visit was given to the registered manager three 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.¹

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

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

- Approaches to care and welfare of care receivers
- Activities that reflect preferences and lifestyle
- The service provided will be reviewed regularly

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

On the first day of inspection, the Hollies was celebrating Liberation Day and there was a programme of activities linked to this.

The Regulation Officer sought the views of five people who were attending on the day of the inspection, two care workers and the manager. Following the inspection, the Regulation Officer spoke with three relatives and contacted five professionals who have contact with the service. Four professionals responded. Three provided positive feedback and one stated they were unable to comment as they had had no direct involvement.

During the inspection, records including policies, care records 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. In accordance with the Commission's Escalation, Enforcement, and Review Policy, some of the concerning findings of this inspection were escalated to the registered provider on 11 May 2021. Subsequent to this, a prompt response was received on 24 May 2021 setting out the actions taken and plans in place to address these areas of concern.

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 21 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 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 the inspection visit. One relative stated that they felt confident due to the high level of infection control measures. However, another relative felt that infection control measures were overly zealous and prevented their relative from accessing the centre on the previously agreed three days a week. They also stated that current measures prevent full enjoyment of activities in the centre.

The registered manager had already arranged a meeting with the Community Infection Control Nurse to discuss current arrangements and how to ensure safety of care receivers, while being able to provide a service to an increased number of people who would benefit from it. An update was provided before the second inspection visit and it was positive to learn that the Community Infection Control Nurse had agreed that the numbers of care receivers could be increased in light of the prevention measures in place and the low number of Covid 19 cases within Jersey.

The registered manager is new to the post and was in the process of writing a welcome leaflet which would include details of transport arrangements, fees, complaints, and feedback information. They were also in the process of devising a newsletter which would be a means of communicating important information and items of interest to relatives. Two relatives consulted stated this would be appreciated.

Most referrals to the service are made by the Older Adult Mental Health Team, with a minority coming direct from families. All referrals require the submission of a needs assessment and the registered manager then visits the care receiver to confirm that the service is appropriate to the needs identified. Managers of all three day care services for older adults run by the Government of Jersey meet on a regular basis and discuss referrals received, prioritise urgency of need, and identify which service could most appropriately meet the needs of the care receiver. During this visit and on an ongoing basis, the registered manager will also highlight any other areas of need to a case co-ordinator. Any offer of a service also needs to be co-ordinated with the Patient Transport Service. The care receiver is given an opportunity to visit the centre and be introduced to staff prior to their start date. Once the service is confirmed, the manager stated that they will contact the care receiver on their day of service to ensure they are ready to be collected.

There is a review of the service provided after six weeks. The registered manager continues to review the progress against the support plan. Any significant change in care needs or concerns for the welfare of the care receiver will be referred to Adult Social Care or Older Adult Mental Health Team for review. Equally, it may be that the care receiver would benefit from a change of day service provision if their needs change. However, where possible, care receivers remain at the service where they

are initially referred. This is discussed between the registered managers of day services. This process is an area of good practice.

Discussions with the registered manager and relatives confirmed that people attend the day centre for several reasons which included reducing social isolation, facilitating opportunities to develop friendships, promoting wellbeing, supporting care receivers to engage in the community. Two care receivers reported that they enjoy their time at the day centre and engage in a variety of activities.

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."

The Regulation Officer reviewed a sample of six receivers' care records which are stored electronically. There was evidence on Care Partner, (the Government of Jersey recording system), of assessments completed prior to the service commencing which provided an overview of individual physical, social and emotional needs setting out the reason for referral into the day service. Risk assessments for areas such as falls are in place. A record of each attendance at the day centre is placed on Care Partner indicating activities enjoyed and any concern which needs to be reviewed. If there are significant concerns, a referral is made for a review of the Care Plan by Adult Services.

There is currently only one computer to be used by support staff and the Regulation Officer was advised that often the internet connection is poor. The registered manager has recognised this and is in the process of changing a small storeroom into an additional office. Staff have a rota to ensure they have time to update care records.

Care plans were written in the first person and were person-centred. Examples of this included details such as how care receivers like to take their tea and the activities that they like to engage in. The registered manager reported that care plans are reviewed every six months, or when there has been a change in need. The nature of the detail in these plans would indicate that they have been undertaken with the care receiver or their representative, and the registered manager stated that the care plan is read to the care receiver and where possible, they sign to confirm they are in agreement.

From a review of the records, it was noted that staff had made referrals to external healthcare professionals when they noted changes in care receivers' conditions which was an example of good practice. The Regulation Officer noted that the registered manager had been able to effect positive change for a care receiver when living arrangements no longer met their needs and they contacted the relevant service to request an assessment.

Three healthcare professionals provided positive feedback on the service. One stated that joint care reviews work well and "the team always put the client at the centre of care... they are creative in supporting clients in the least restrictive

manner.” They praised the support given during the period of the pandemic. Another professional supported this view and stated, “some people on my caseload would have had a very lonely, bleak 2020 if it hadn’t been for the efforts of The Hollies HCAs”. They stated that this service “offers a fabulous community service that has proven a real lifeline during the pandemic.” In summary this professional stated that the service has “a person-centred focus and provides a safe, stimulating environment for service users.”

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.”
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Attendance at the day centre is voluntary and if a care receiver decides, or is unable to attend, for six weeks, then consideration is given to offer their space to someone on the waiting list. There are some care receivers who do not want to attend on a regular basis but attend for a specific purpose and this is also facilitated. An example was given of one care receiver who comes to the centre to grow potatoes in the greenhouse.

Plans are put in place to facilitate attendance and this may mean a phone call to ensure that people are up and ready to be collected by the Patient Transport Service. There was evidence that staff go above and beyond to support attendance. During the initial stages of the pandemic, the service remained open on a limited basis for the most isolated of care receivers. Where people were unable to attend, they were visited by members of staff on a regular basis for a welfare visit. This was evidence of good practice.

Care plans demonstrated that care receivers are supported to be as independent as practicable. Those care receivers who are mobile continue to be able to use the stairs to access the activity room. However, this has created a divide and one care receiver who is unable to use the stairs expressed sadness that they were unable to meet with their friends.

The registered manager demonstrated that they have started to make memory boxes for each care receiver. In each box are photos of places or interests to provoke memory and conversation for each care receiver. These have been produced either with the care receivers or their relatives, dependent on their level of need. The registered manager’s growing confidence in her role and knowledge of the care receivers were evident from observations and discussion during the inspection. The registered manager was observed engaging with a care receiver in a manner that demonstrated she knew he enjoyed talking about his dog.

Although the service is not currently able to offer a hot meal, a fish and chip takeaway lunch is ordered on a Friday and there were warm buffet snacks during the Liberation lunch. There was evidence of hot and cold drinks being regularly available and staff were aware of how care receivers liked their drinks to be served.

All care receivers consulted stated that they were disappointed that they had not been able to receive a hot meal for some time.

There was evidence of staff being aware of preferences of activities and music for care receivers. On the second inspection visit, one care receiver had the disappointing news of an operation being cancelled that day. Staff listened with empathy but then were able to distract with an activity that the care receiver enjoyed. There were photos on the wall of activities undertaken by the attendees of the day centre. These included crochet, games, colouring, planting, and a raffle. One care receiver stated, "there's always something to do." Another care receiver stated it was "lovely. I like coming here."

Staff were observed helping to facilitate activities such as dominos which appeared to be much enjoyed by the group.

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 recruitment policy and this is managed centrally by a Human Resources team. The Regulation Officer reviewed a sample of staff files on 19 May 2021 which confirmed that a safe approach to recruitment is adopted. The Human Resources representative demonstrated that there is now a process in place whereby, once the references and criminal records check have been obtained, the information is sent to the registered manager who confirms that they agree that the new member of staff can start work.

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. There is a board in the reception area with photos of the staff team on display.

Two care staff were spoken with and they described that the staffing numbers were enough for 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. Staff described feeling well supported and that they enjoyed working at the day centre.

The registered manager holds a Level 5 Leadership in Social Care qualification and, although they are new to this service, they are an experienced manager in other day service settings. 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.

There is a medication policy in place, and for one care receiver, medication is stored securely at the day centre, although they are still able to self-medicate. A Medication Administration Record (MAR) is in place and used appropriately. There has been one medication administration incident and, although a notification was evident, this did not appear to have been sent to the Commission. In discussion, it appears that this was an oversight at the time of the new manager taking over the service and that they do have a good understanding of when notifications need to be made.

Staff confirmed that they receive regular supervision and feel supported. However, bank staff do not currently receive supervision, even though they form part of the consistent staff team. The registered manager understood that it is expected that all staff will receive regular supervision and that this is an area for improvement.

The manager spoke positively of the staff team and of their commitment and motivation to ensure that care receivers benefit from the service. Care receivers were witnessed ensuring that everyone was enjoying their time at the day service. The manager stated that she felt “privileged to be supporting people in their later years.” A member of staff stated, “we just want to give them a good day.”

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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On the day of the first inspection visit, staff were dressed 1940’s style, banners and flags up and a selection of photos, newspaper articles and music playing to celebrate Liberation Day.

There was evidence in care plans that some care receivers may not always wish to participate in group activities but would be encouraged to do so. The day centre was well equipped with jigsaws, games, crafts and the TV played music which some of the care receivers enjoyed singing along to. All staff were actively involved either in group activity or with individual care receivers. The staff team are creative in ensuring that the preferences of individual care receivers are met. For example, the registered manager had bought a picnic bag for care receivers to take to the bus shelter with a staff member to enjoy a coffee and snack in the fresh air. Another member of staff had organised for two care receivers to plant trees with a local charity, demonstrating use of community links, and there were photos on the wall of this activity. One care receiver looked very happy to be going out on a drive. The provision of a variety of activities and creativity in meeting the needs of individuals was an area of good practice.

Care receivers are encouraged to maintain their independence when attending the centre, and this is part of care planning. The provision of pictures on the doors of areas such as the toilet was noted to be of assistance to care receivers when moving around the building. A hairdresser visits weekly and many of the care receivers enjoy this as part of their activities.

The lift was out of order at the time of the inspection. It was apparent that relatives were unaware of this and of the impact that it has on the provision of the day service. Care receivers with reduced mobility are unable to access activities or friends on the upper floor, and the service has been unable to provide a hot meal at lunchtime.

The registered manager is also aware of other areas of improvement which had been noted at the time of the pre-registration visit on 13 December 2019. There is a slight ridge in a doorway which prevents wheelchair users from being able to access the outside area and would be a trip hazard for other care receivers. The outside area is also listed by the service as an area for where additional work is needed to ensure safety of care receivers when using it. There was evidence that the registered manager is following up on this work and this should be tracked using the monthly quality reports.

The Regulation Officer considered this a serious area for improvement which was having a significant impact on the use and enjoyment of the centre for care receivers. The issue was brought to the attention of the provider after the visit. As a result of this, a plan is in place for all maintenance has been provided to the Commission. Where there are difficulties in resolving issues, for example the access to the outside area for wheelchair users, alternative solutions are being sought.

Three relatives provided positive feedback. One felt that the stringent infection control procedures did not consider the isolation felt by those living at home whose only opportunity for social contact was at the Hollies. The registered manager stated that they had sought further advice from the Infection Control Nurse and would be given feedback to care receivers and relatives following that meeting. All relatives described that their loved ones enjoyed their time at The Hollies. Two relatives stated that they think the staff are "excellent". One described staff as "such a happy bunch, always smiling". One relative described how additional days were offered when they had to have an operation, which really helped with their own recovery and knowing that their relative was being well looked after during the day. All relatives stated that a newsletter which gives some information on activities would be helpful as their relatives are often unable to report on their day at Hollies Day Centre.

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."

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>Area for Improvement 1</p> <p>Ref: Standard 3.14</p> <p>To be completed by: with immediate effect</p>	<p>All care/support workers should be given regular opportunities for formal supervision and appraisal – this includes bank staff.</p> <hr/> <p>Response by registered provider: I have entered all regular bank staff into the data base and will be providing supervision from immediate effect. I will also ensure that this applies to existing contracted staff.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 7</p> <p>To be completed by: In accordance with the timescale confirmed by the registered provider.</p>	<p>The building and grounds will be well maintained and will help and enable people to maintain their independence. The lift repairs and other planned maintenance work will be completed within the timescale provided by the Registered Provider. Lift repairs completed by 22 July 2021, balcony repairs by 16 July 2021, door threshold management plan to be submitted to the Commission by 22 July 2021.</p> <hr/> <p>Response by registered provider: I am aware that both maintenance issues above have been actioned & will be informing the JCC if there are any further delays & when complete.</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.



Jersey Care Commission
2nd Floor
23 Hill Street, St Helier
Jersey JE2 4UA

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je