



**Jersey Care  
Commission**

## **Summary Report**

**Hollies Day Centre**

**Adult Day Care Service**

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

**8 June 2022**

## **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 centre offers a very good level of support to the ladies and gentlemen who choose to attend. This is delivered by a motivated staff team happy in their work and who have built good relationships with ladies and gentlemen attending the centre. The leadership arrangements are clear and combined with a good level of managerial oversight, it is evident that the service operates in line with its intended aims and objectives.

There is an emphasis on providing a person-centred approach to meet individual support needs and enhancing people's quality of life.

The centre helps ladies and gentlemen stay well by engaging them in stimulating social activities in the centre and within the community. This was evidenced on the day of inspection where they were noted to be enjoying the various activities and discussions taking place. The ladies and gentlemen were noted to receive a lot of individual time with staff and there was a lot of laughing and joking observed. They told the Regulation Officer that they enjoyed attending the day service.

Support plans were available to reflect day centre attendance and were written in a person-centred way which evidenced that personal choices were sought from the ladies and gentlemen. They provided clear information and there was also evidence of life history work having been completed. Staff demonstrated good knowledge of this in their practice and had used this information to introduce ladies who shared similar backgrounds and life experiences.

Arising from this inspection two areas for improvement are made, one which relates to enhancing care records to provide details of goals, aims, choices with subsequent evaluation to evidence the ongoing value of the service to individuals. The other area relates to the provision of training for all staff for dementia care.

## 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 2.6</p> <p><b>To be completed by:</b> 2 months from the date of this inspection (8 August 2022)</p>	<p>Care records should evidence the attendance at the centre by individuals is regularly reviewed and monitored and that demonstrates meaningful activities achieve the aims and objectives for that individual.</p> <hr/> <p><b>Response by registered provider:</b></p> <p>We have created and implemented additional information to our care and support plans to include choices, interventions and outcomes. The proposal this has been shared with JCC as part of the inspection and feedback process. These are checked on an ongoing basis by the centre registered manager in daily hub meetings, monthly team meetings and through supervision of key worker roles.</p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 3.11</p> <p><b>To be completed by:</b> 2 months from the date of this inspection (8 August 2022)</p>	<p>Training in aspects of care and support for people living with dementia should be provided for staff.</p> <hr/> <p><b>Response by registered provider:</b></p> <p>Dementia Jersey have been engaged and are planning to deliver the "Dementia friendly" training. This will be offered to the whole team. We will then identify two support staff, one from Hollies and one from Sandybrook to undertake the "Understanding Dementia" course available from University of Tasmania. This is a commitment of 3 hours per week for 7 weeks and will then facilitate those individuals to become champions within the workplace. We also have the option, if needed after the above, to access our Mental Health Liaison team and the Memory Assessment Service for support.</p> <p>More widely, the annual training needs analysis (TNA) for our day service teams will commence shortly, ahead of finalising the training programme for 2023.</p>

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