



**Jersey Care  
Commission**

## **Summary Report**

**Adult Day Service, Le Geyt – Home Care**

**Le Geyt Centre  
La Grande Route de St Martin  
Five Oaks  
St Saviour  
JE2 7GS**

**29 November 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 focus of this inspection was very limited, given the current number of hours of care provided by this service. Alongside this, this home care service provides emergency respite care, of which there was no provision being provided at the time of this inspection. The Regulation Officer was consequently unable to observe care being provided by this service. However, the Regulation Officer was satisfied that, as the care receivers were known to the day service of Le Geyt Centre, their individual needs were well known to the staff who provide regular care and support to the care receivers using this service.

The Registered Manager has purposely reduced the number of hours this service currently delivers by working with home care providers to transfer some of the care packages they were providing at the last inspection in December 2021. The intention of the Registered Manager is only to provide home care where it is absolutely necessary, and no other provider has capacity to do so. However, they will continue to work with other providers to take on any care packages they provide when they have capacity to do so.

The last inspection on 14 December 2021 highlighted three areas for improvement for this service. The Registered Provider actioned a plan to address these areas for improvement. The Regulation Officer was satisfied that these areas for improvement had been attended to by the Registered Provider and no new areas for improvement were identified during this inspection.

Staff for this home care service are provided from the existing day service at Le Geyt Centre and are therefore well known to the care receivers who access this service. The Registered Manager commented that some of the provision provided is emergency respite, and therefore, staff wellbeing is carefully managed to ensure that they do not work excessive hours and they can still deliver their primary day care service.

As with most of the care sector, maintaining adequate staffing levels has been a challenge for this service since the last inspection, with five new staff joining the existing staff team. The Regulation Officer spoke with several new staff members who each provided positive feedback about their induction and confirmed that the process equipped them with the necessary skills and knowledge to deliver care and support to this client group.

Safe recruitment practice has been observed by this service for new staff and enhanced criminal record checks are tracked and renewed every three years for existing staff. In relation to recruitment processes, the Registered Manager also confirmed that they have access to the Government of Jersey's Human Resource portal.

This service benefits from the comprehensive training provided as part of the day care service, with both mandatory and supplementary service specific training, such as Capacity and Self Determination, My Voice, Autism and Dementia training. This service also meets the requirement for at least 50% of staff having a Level 2 qualification in health and social care.

The safety of care receivers, given their particular vulnerability, is prioritised by this service. PPE continues to be used by staff and there are a range of policies and procedures in place to promote care receivers' safety and protection, such as health and safety, infection control, medication management and moving and handling.

The care and support plans viewed by the Regulation Officer reflected the needs of the care receivers, were person centred, had clear aims noted and are recorded electronically. The Regulation Officer evidenced that care receivers' support plans are regularly reviewed, either due to changing needs or periodic review. Care receivers and family members contribute to the care and support plans. Risk assessments were in place and were also regularly reviewed.

The Regulation Officer was assured by this inspection that this service has strong leadership, alongside a dedicated and passionate staff team who provide good quality care and support to care receivers.

The feedback from staff and a professional who has regular contact with this service was positive. The Regulation Officer noted that staff were enthusiastic about their work and expressed that they experience a sense of personal reward in their role in supporting these care receivers.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

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