



Jersey Care
Commission

INSPECTION REPORT

Hollies Day Centre

Adult Day Care Service

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

14 April 2023 and 2 May 2023

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) 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 the heart of Gorey village. There is access to shops, cafes, restaurants, and a short walk to the local beach.

The centre is based over two storeys, there is a light airy open plan space on the ground floor along with the entrance and dining area. The hairdressing/beauty room and large open plan lounge/activity room are on the first floor. There are also two offices, one on each floor, that can also be utilised as meeting rooms. The space available lends itself well to facilitate a range of activities at any one time. There is an enclosed patio area off the ground floor lounge area, this is available to care receivers if they wish to sit outside. There is a greenhouse that is utilised by care receivers to plant and grow flowers and vegetables.

The centre is open five days per week, Monday to Friday, between the hours of 09:30 am and 3 pm. Parking for the day centre is limited, transport facilities can be arranged if needed.

The day centre is a health and community service provision. The service is available to adults' 60+ years who live in their own home or with an informal carer. Care receivers may have a range of health and social care needs, such as the early onset of dementia, communication difficulties, or who are isolated and need the opportunity to socialise and have structure to their day. The centre provides care, support, and opportunities to socialise, enjoy company and access community activities to promote mental and physical stimulation.

The service can support up to 20 people at any one time. Transport can be a barrier to achieving total capacity and can impact on equity of access to the service.

Regulated Activity	Adult day care service
Conditions of Registration	<p><u>Mandatory</u></p> <p>Type of care: personal care and personal support</p> <p>Category of care: adult 60+</p> <p>Maximum number of care receivers who may be accommodated on the premises at any one time: 20</p> <p>Age range of care receivers: 60 years and above</p>
Dates of Inspection	14 April and 2 May 2023
Times of Inspection	09:30-12:45 and 08:40-12:30
Type of Inspection	Announced
Number of areas for improvement	None
Number of care receivers using the service on the day of the inspection	<p>Day 1- 12</p> <p>Day 2- 14</p>

The service is operated by the Government of Jersey- Health and Community Services.

Since the last inspection on 8 June 2022, the Commission received a notification of absence of the Registered Manager in December 2022. The notification included details of the Registered Provider's arrangements to ensure that the service had a suitable interim management plan in place. The current Registered Manager was placed in the acting manager role for the period until the recruitment process was complete.

The acting manager was successful in the recruitment to Registered Manager; the permanent post commenced in April 2023.

The Commission received an updated copy of the service's Statement of Purpose. This was submitted on request on the first day of this inspection and reflected information regarding the change of Registered Manager of the service.

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 findings from the inspection of Hollies Day Centre were positive.

The staff members warmly welcomed the care receivers into the centre, and the environment felt relaxed, calm, safe and inviting.

There is a clear referral process into the service, and guidance for this is available to professionals in a referral pathway. The Statement of Purpose also explains the process and highlights criteria for accessing the service.

The support observed on the inspection day included personal care, such as assisting those that required help with daily living activities, providing a range of stimulating activities, encouraging interactions with staff and peers, and eating a communal meal in the dining room. It is evident the staff team has built good relationships with the care receivers.

There is a leaflet available to care receivers that provides information about how they will be introduced to the service once the referral has been accepted, what they can expect from the centre, transport and meal arrangements, activities that will be on offer and how they can feedback their experiences including how to make a complaint.

The service has experienced a recent change in management arrangements. The staff team has remained consistent throughout and has ensured that the service has been delivered without disruption.

The Registered Manager demonstrates a good understanding of the business and is working closely with the Registered Manager of Sandybrook day centre to implement standardisation across both services.

Person centred support plans are developed for each care receiver; these reflect their wishes, likes, and dislikes, and consider their historical and current health and social needs. It was evident when observing staff and care receiver interactions that the staff members were aware of the different personalities of the care receivers and how best to encourage their interests during their time at the day centre.

Activities are thought through and consider the age and ability of the care receivers. The wishes of the care receivers are respected and if it is recognised that they do not wish to participate in certain activities, staff will look to find an alternative interest for them to participate in.

Effective team communication was evidenced during the morning "hub". This is a daily meeting which takes place before and after the working day. Team

communication was facilitated by the Registered Manager, this could also be facilitated by the senior health care assistant or designated day lead.

INSPECTION PROCESS

This inspection was announced, and the visit was completed over two days, 14 April, and 2 May 2023. Notice of the inspection was given two days before the inspection; this was to ensure that the Registered Manager would be available to support the inspection process.

The Adult Day Care Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Management of the service**
- **Care and support**
- **Choice and safety**

Prior to our inspection visit, all of the information held by the Commission about this service was reviewed, including the previous inspection report and notifications provided to the Commission since the last inspection. The Registered Manager was available on the two days to facilitate the inspection; there was additional email and telephone correspondence follow-up after the onsite inspection.

The Regulation Officer sought the views of the people who use the service in a group setting; this was supported by the group manager, who was familiar with the care receivers and was able to facilitate their communication about feedback. Two relatives were spoken to, one at the time of inspection and one by telephone after the inspection.

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

The views of three professionals were also obtained as part of the inspection process.

During the inspection, records, including policies, support plans, supervision records, monthly reports, and training records, were examined.

The Regulation Officer observed group activities, attended the morning meeting, participated in feedback engagement with the care receivers, and spoke with the Registered Manager and staff.

The Registered Manager displayed the Jersey Care Commission poster on the information board, which invited visitors, relatives, and staff members to provide their views of the service to the Commission. There were no responses received.

At the conclusion of the inspection, the Regulation Officer provided verbal feedback to the Registered Manager, which was followed up in writing via email correspondence.

This report sets out our findings and includes areas of good practice identified during the inspection. There were no areas of improvement identified during the inspection.

INSPECTION FINDINGS

At the last inspection, completed on 8 June 2022, two areas of improvement were identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that all the improvements had been made.

One area for improvement related to the care records needing to include more detail of the care receivers' experience while attending the day centre and to ensure their identified needs were being met at their visit.

The support plans are now more detailed; the Registered Manager has created a template for staff as a guide to ensure all required information is included and regularly reviewed for the care receivers.

The second area of improvement related to staff training around care and support for people living with dementia. The Registered Manager has undertaken the "Understanding Dementia" course as outlined in the area for improvement response; this has allowed the Registered Manager to become a dementia champion within the centre. It was recommended that dementia training would be sourced and offered to the staff team. The staff from the Hollies and Sandybrook day centre attended a dementia workshop on 19 April 2023 called "The Lived Experience". The feedback about the training was highly positive from staff members, and they wish to build on what they have learned by attending further training.

Management of the service

The Standards outline the Provider's responsibility to ensure that where people stay is right for them and safe. There will be a management structure in place, with an integrated organisational and governance framework, which is appropriate to the needs, size and complexity of the service.

The operational staff team comprises a Registered Manager, one full-time senior health care assistant, and three full-time health care assistants. One person is employed as domestic staff; duties include cleaning the interior of the building, organising the dining room, preparing and serving the readymade lunches. Additionally, one staff member completes business administration tasks for three half days a week. There has been a consistent staff team, including the bank staff.

The staff team has appropriate training and qualifications to match their roles. The Registered Manager recently completed the Level 5 Leadership and Management Diploma.

The Registered Manager reported one full-time vacancy for a health care assistant (HCA). Reassurance was given that the centre staffing arrangements were sufficient to run the service safely.

The service works in partnership with Sandybrook day centre to utilise staff across both services; this includes permanent and bank staff. There has been a recent recruitment of an assistant manager post to work across both centres to provide additional support to both registered managers. Additionally there has been a new appointment of a Registered Manager in preparation for the re-opening of the third day centre The Willows.

It was explained that there had been difficulties recruiting for the vacant HCA post. The Registered Manager reflected that the job description used for the role is that of a generic health care assistant and does not sufficiently describe the role within the day centre. The recruitment process, including the job description, is managed by the Health and Community Services (HCS) human resource department, and the Registered Manager has limitations regarding making changes to the recruitment process, including changing the job description. There may be more success in filling the post if the job description better matches the role within the day service context.

At the start and end of the day, the Registered Manager holds a team discussion; this is known as the 'hub meeting'. This provides the opportunity to discuss the day's events and prepare for the next working day.

The Regulation Officer was able to observe a morning hub. The Registered Manager professionally led the meeting; the information discussed included how many care receivers were expected for the day and any specific needs, including how many would require personal support. It was acknowledged if anyone attending would need to take medication, what activities were planned for the day, and any

additional information that was over and above business as usual. The Regulation Officer observed clear and direct communication between staff during the meeting. The staff team was given opportunities to bring ideas for activities and outings for consideration. Staff members also shared ideas put forward by care receivers and their relatives for day trip ideas related to their interests.

The Provider's monthly quality assurance reports had temporarily not been completed during the interim management arrangements. The most recent report completed by the Registered Manager was provided at the inspection. The report included the number of care receivers accessing the centre, incidents, staffing levels, and recent recruitment. It was encouraging to see service users and relative feedback within the report. The report also concentrated on one of the Adult Day Care Standards, highlighting the content and how the centre meets the Standard; this is an area of good practice. The service has recognised that a reciprocal arrangement between both registered managers to complete each other's service report would be best practice and have agreed that this is how future reports will be completed.

The Registered Manager has been working closely with the Manager of Sandybrook day centre to implement working practices that align and provide standardisation across the day centres. The Willow's Day centre has been closed temporarily while new premises are under construction. There is a plan for the three services to work closely to enable the sharing of good practices, utilise staff across all sites and share policies and procedures. The group manager for the day centres is very encouraging and supportive of future changes.

HCS provides the corporate induction program for new staff members; the Registered Manager recognises that this requires development to ensure that it is service and role specific.

There is a six-month probationary period, a competency framework is utilised during this time, and mandatory training and shadow shifts are included. The Registered Manager is working towards ensuring that Dementia training is a mandatory requirement during the induction period.

Staff rosters are clear and shared with Sandybrook to give oversight from both registered managers. This enables service delivery as staff can be redeployed in either centre in response to any absence through annual leave and sickness. This allows both services to continue to operate with safe numbers of staffing available to meet the needs of the service.

The Registered Manager is aware of the requirement to complete a minimum of quarterly supervision for all care staff within the centre. The processes for supervision are going through a period of transition within HCS governance arrangements. Staff are required to access well-being plans through a centralised system, which informs the supervision. The Registered Manager has a plan to promote and ensure that staff are familiar with the changes so that preparation time is given to supervision and the value of it is achieved.

Care and support

The Standards outline that people in receipt of care and support should experience compassion, dignity and respect. Care receivers, where appropriate should be involved in all decisions relating to their care and support in a way that respects their rights, individuality and beliefs.

A detailed assessment of need is required for every person referred to the day service. The care co-ordinator from the adult duty social care team, or the older adult mental health team completes the assessment. This considers the physical, emotional health and all aspects of the care receivers' social circumstances.

A day service assessment will follow, this will take place in the care receivers' home or in the day centre if a home visit is not possible. Care receivers are encouraged to complete a visit to the centre before the placement is accepted. This allows care receivers to get a feel for the environment and supports them to decide about attending. Attendance is reviewed at six weeks, if the care receiver is happy to continue a staff member will be allocated as their keyworker.

The team discuss a new referral and share the support plan. Consideration is given to the identified needs of the care receiver and the wider group of people attending the centre.

The Registered Manager is based at the centre. It was positive to see that they incorporated their management responsibilities alongside being visible and offering support to staff and care receivers.

The Regulation Officer observed that the care receivers were warmly welcomed into the centre by the staff. Clearly, the team knew the care receivers well; they were greeted by their first name and escorted to the first-floor lounge area, either by stairs or lift, depending on their physical abilities.

The Registered Manager discussed the range of activities that are offered. The team contributes new ideas to provide stimulation and promote the opportunity to socialise and access community activities. Some activities on offer include table games, quizzes, crafts such as knitting, and reminiscence activities. The team identifies seasonal celebrations and ensures that these are recognised with the care receivers. Activities around the King's Coronation were taking place, with pictures being created to decorate the walls; staff promoted discussions about the Coronation which allowed the care receivers to remember the Queen's Coronation when they were young. A coronation party had been planned for later in the week.

There is an outside patio area where care receivers can sit out on a nice day. Gardening is encouraged, and a greenhouse is available to grow plants and produce. One care receiver takes advantage of this facility and enjoys growing vegetables.

There were approximately 12 to 14 care receivers on both inspection days, and a staff team of four, alongside the Registered Manager, was available to provide support. The duty rosters evidenced that four staff are allocated daily at the centre. This allows for the safe facilitation of the variety of activities on offer. At lunchtime, staff escort care receivers to the dining room and support the smooth running of the lunch time period.

The Regulation Officer was able to review a sample of care plans. They provided individualised assessments of the care receivers, capturing their likes, dislikes, wishes and feelings, and any needs that required attention during their time at the centre. Physical difficulties, communication needs, and any personal support required are detailed in the care plans. The care plans are regularly reviewed to capture any changing needs of the care receiver.

Feedback received from a professional working in adult social care reported that the service gives person-centred care; they make sure that the care receivers have a voice and work well with other services to benefit the care receivers.

There have been improvements in daily record keeping, an area of improvement from the previous inspection. Attendance is recorded with Information about the activities that the care receiver has participated in during their day and any details of the presentation, incidents, or positive events for the individuals. The Registered Manager has developed guidance for staff to support them when completing the daily records.

The Regulation Officer joined a group of care receivers to ascertain their thoughts about the service they received. This was facilitated by a member of staff who skilfully supported the group in articulating their feedback. A thumbs up was given by one care receiver, where most of the group could not verbally articulate their comments due to their levels of dementia, nods and smiles were evident when asked if they enjoyed attending the Hollies.

For care receivers that require transporting to the centre, Patient Transport, provided by the Justice and Home Affairs department, offers a limited service dependant on availability. This can be a barrier to some care receivers accessing the service, and they may have a longer wait for a place due to insufficient transport not being available. Along with the centre's lease vehicles, the transportation available does not provide wheelchair access; this prevents the use of the service for anyone who requires wheelchair use to meet their mobility needs.

The Day Services have access to three lease cars, one is based at The Hollies and two at Sandybrook. The Registered Manager reported that the vehicles available are not user friendly in that they are too small and have proved a challenge to carry service users and any equipment such as mobility aids. The Registered Manager and Service Lead have submitted requests to the organisation to request improvements in the patient transport available to the care receivers accessing the Hollies.

The Registered Manager and staff members will prioritise communication with the immediate relatives of the care receivers to give feedback on their time spent at the centre along with any updates or recognised needs. The Registered Manager shared a recent example of where they had identified a deterioration in the care receiver's ability to meet their own personal care needs.

This was shared and discussed with their partner, who reported that they had been struggling at home with this issue. Support was provided by the Registered Manager by liaising with the care receiver's GP to request new assessments resulting in support to meet their needs more fully.

A care receiver's wife reported that it is a "very helpful service" and the staff "couldn't do more to support" her husband and that he has taken an interest in more things since attending and is "so happy" when he comes out at the end of the day.

Further feedback from a professional working with the service reported that the Hollies feels like a safe place, care receivers say positive things about the service, and the staff team is good at getting to know the care receivers quickly.

Choice and safety

The Standards outline the Provider's responsibility to ensure that people will feel safe and are kept safe. People will be supported, enabled and empowered to be as independent and autonomous as practicable. People's rights will be supported and protected.

One notification made to the Commission since the last inspection, related to an accident involving a care receiver at the centre. The actions taken were recorded and appropriate to achieve a good outcome. The Registered Manager is aware of their responsibility to report events where a care receiver or staff member has been adversely affected.

Activities in the community are encouraged and prioritised to give variety to the day. Outings can include visits to places of interest around the island, lunch at a local café, or a trip to a heritage site. These activities are planned to ensure that the correct number of staff are available to facilitate, and individual risk assessments are completed to ensure the safety of the care receivers. The Registered Manager will often liaise with the Sandybrook Registered Manager to co-ordinate an outing, including care receivers from both centres and utilise staff from both services. This is a good use of resources.

The care receivers are given a choice of meals from the daily menu; a hot meal, a sandwich or a salad can be provided. Hot and cold drinks, alongside biscuits and snacks, are offered throughout the day.

Celebrations and events are recognised with the offer of a tea party, BBQ, or lunch out in the community.

The Health and Safety of care receivers are considered. During a tour of the centre there were no immediate hazards seen. As the centre is on two levels, there is consideration given to the mobility needs of care receivers who cannot walk up the stairs. A lift is available, and staff will always escort any care receivers using this facility. Staff will also walk alongside the care receivers when using the wide stairs;

low-level insteps, and a handrail is available. Toilets are available on both levels; individual needs assessments will highlight any support needed with accessing and using the toilet facilities.

The Registered Manager explained few care receivers need to take medication while at the centre. There are clear medication administration guidelines for staff members to follow. The guidelines incorporate safe storage, safe administration utilising a medication administration record (MAR), and instructions regarding the recording. The Registered Manager and senior health care assistant have completed medication training, and a policy is available. The centre has a locked cupboard to store medication if needed.

The Registered Manager shared the fire procedure logbook; on inspection, it was evident that all fire safety procedures were up to date, including fire drills and alarm testing.

Safe staff recruitment processes are in place, managed through the Health and Community Services (HCS) Human Resource Department, known as the People Hub.

The Registered Manager will receive job applications and shortlist candidates for interview and conduct the interview process with the Registered Manager of Sandybrook and the service lead. The HCS Human Resources department screens disclosure and barring Service checks and references.

The service has access to many relevant policies generic to HCS. New policies are highlighted to the team by the Registered Manager.

All members of the care staff team have completed a Qualifications and Credit Framework (QCF) level 2 in health and social care. The senior health care assistant has a level 3. The Registered Manager maintains a training matrix that records the mandatory and focused training of the staff team. Most of the mandatory training is online, however, some training is offered face to face, such as the 'Dementia-The

Lived Experience' training which was recently completed by the whole team in a classroom setting.

IMPROVEMENT PLAN

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

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
1st Floor, Capital House
8 Church Street
Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je