



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

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.

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](#).