



**Jersey Care  
Commission**

# **Summary Report**

**'The Diner'**

**Adult Day Care Service**

**St James Place  
St Helier  
JE2 4QQ**

**12 September 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.

This well-established service is run by a team of experienced Senior Healthcare Assistants five days a week. The Regulation Officer observed the staff as highly motivated, passionate, caring, and enthusiastic. Many of the service users voiced this as a 'lifeline' during the inspection.

The service can accommodate up to thirty-five people per day. There are fifty-eight registered service users; however, not all attend daily. A recent survey documented that, on average, twenty-seven service users attend each day.

The service has strong links with several services/agencies to meet the needs of the individuals including:

- Occupational Therapist
- Physiotherapist
- Consultant Psychiatrist
- Psychology/Psychologist
- Dietician
- Adult Safeguarding Team

Should a service user need access to the above, a referral is made to their care coordinator for re-assessment, support, and recommendations. This is documented in the Statement of Purpose for the service.

The day centre was a welcoming, friendly environment where the service users could socialise with their peers, participate in planned activities, eat a meal, and interact with the care staff.

On the inspection day, thirty service users attended the Diner. They were observed playing pool, using a computer, listening to music, talking to other service users and staff, assisting in the kitchen, or watching television. Regular group therapy sessions and one-to-one sessions during quiet periods exist.

Observed interactions between service users and care staff were noted to be respectful and friendly whilst maintaining professional boundaries.

Some service users regard the lunchtime meal as 'the only hot meal I get daily'. Every table was occupied. One service user was assisting in the open-plan kitchen on the inspection day and was interacting well with staff and service users. Service users who assist in the kitchen have completed food hygiene training.

The four areas for improvement from the last inspection have been actioned and will be discussed in the main body of the report.

There was one area for improvement found during this inspection. This relates to the provider needing to have plans to recruit a Registered Manager.

All staff are trained in all aspects of safeguarding, regularly updated, and familiar with how to make a safeguarding referral if needed. This is essential for ensuring service users' safety and welfare.

Feedback was obtained from staff and seven service users during the inspection, which was positive. Staff spoke enthusiastically about their roles and were clear on how well they work together, with one team member mainly responsible for going the food shopping daily and taking charge of the kitchen. The other staff serve the meals, facilitate group sessions to one sessions, activities, and support service users with going to specific activities by public transport along with many more tasks.

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 improvement plan is attached at the end of the report.

The Interim Registered Manager and staff were happy to be available for the Regulation Officer and answered a wide range of questions with confidence.

## IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<b>Area for Improvement 1</b>  Regulation 27 4 (c) 27 4 (d)	The Registered Provider must provide the Commission with details of the arrangements that have been made to appoint a new Registered Manager and the proposed date by which the appointment is expected to have been made.
<b>To be completed by:</b> 3 months of the date of this inspection (12 December 2023)	<b>Response of Registered Provider:</b>  The service are currently in process of redesigning the whole of the Serious Mental Illness pathway, which includes the Diner. It is likely that this will result in service redesign / changes to the Diner and changes in management structures. Therefore we intend to maintain the current interim arrangements whilst this work is completed – it is expected this may take a further 6 months. The positive feedback within this inspection report demonstrates the excellent work that the interim Registered Manager is leading with the Diner.

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