



**Jersey Care
Commission**

Summary Report

In Patients Unit (IPU)

Care Home Service

**Jersey Hospice Care
Mont Cohon
St Helier
JE2 3JB**

17 and 22 November 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.

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The findings of this inspection were positive, with no identified areas for improvement. The Registered Manager and staff members actively participated in the inspection process, ensuring the fulfilment of requests for information, records, and feedback. Any post-inspection requests for additional information to be submitted were promptly addressed.

Care receivers, their family members, and staff members were happy providing feedback about the service, and all feedback received was positive.

The service is well managed, and the Registered Manager is visible and instrumental in the coordination of the running of the unit. Electronic care plans were found to be of good quality and reflective of the needs and wishes of the care receivers. The atmosphere in the unit was quiet and relaxed.

The Regulation Officer reviewed a sample of the organisational policies, procedures, and other documentation. These were found to be comprehensive and easy to follow. Several of the policies were identified as being out of date; nonetheless, the Registered Manager reported that these policies were currently being reviewed and updated. Examples of new draft policies were provided to the Regulation Officer; this demonstrated the service's continuous commitment to progress through implementing new policies.

The Regulation Officer reviewed the services Statement of Purpose and found that it fully reflected the way in which the service operates.

Recruiting clinical staff is an ongoing challenge for the service; this reflects the broader difficulties faced in the care sector in Jersey. The management team consistently reviews initiatives aimed at attracting new members to the organisation. A comprehensive benefits package is available to employees, and career development is encouraged and supported.

The unit was calm and a relaxing environment. The bedrooms are spacious, light, and equipped with specialist equipment to enhance the safety and comfort of the care experience. The bedrooms serve as private and comfortable spaces for care receivers and visitors to spend quality time together.

New team members undergo a structured induction program inclusive of a competency framework.

The care approach within the IPU is holistic, emphasising the comprehensive consideration of individuals' physical, emotional, spiritual, and psychosocial needs arising from their illness.

The IPU has recently transitioned to using the electronic recording system 'Egton Medical Information System (EMIS)', aligning with its implementation across other departments within the hospice service. This system facilitates the creation of comprehensive care plans that complement the holistic approach to care delivery.

Emphasis is placed on training, with the organisation having its own in-house Education Team. Proficient training leads are skilled clinicians tasked with delivering and coordinating mandatory and specialised training for the staff team.

Clearly defined referral and assessment criteria have been established, supporting partner agencies to understand and effectively utilise when considering referrals. The Registered Manager clarified that admissions to the IPU can be categorised as planned, urgent, or respite, subject to review by the IPU admissions team.

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](#).