



**Jersey Care  
Commission**

# **INSPECTION REPORT**

**Hollies Day Centre**

**Adult Day Care Service**

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

**26 March and 4 April 2024**

## **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 located in the heart of Gorey village within the parish of Grouville. Nearby are various shops, cafes, and restaurants, with the local beach just a short walk away.

The centre is based over two floors, featuring a bright and spacious entrance on the ground floor, alongside a large dining area and a fully equipped kitchen. On the first floor, there's a generously sized open-plan lounge/activity room, with a small kitchen area to one end and a sunny sitting area to the other. There is also a hairdressing/beauty room on the first floor. Staff areas include two offices, one on each floor, serving as meeting spaces and to complete administrative tasks. Both levels are equipped with multiple toilets and handwashing facilities. Outside includes an enclosed patio area accessible from the ground floor, providing a pleasant outdoor space for care receivers to relax. The patio features a greenhouse, benches and raised beds, which are utilised for gardening activities such as planting and growing flowers. Access to the first floor is via a central staircase or the lift facility.

The centre operates five days a week, Monday to Friday, from 09:30 am to 3 pm. Parking at the day centre is limited, transport facilities can be arranged if needed. The day centre operates as a Health and Community Service (HCS) provision, catering to adults aged 60+ years who reside in their own homes or with informal caregivers. Care receivers may have a range of health and social care needs, including early-stage dementia and communication challenges, or are isolated and need the opportunity to socialise, enjoy company, access community activities and give structure to their day. The centre provides care, support and opportunities to socialise, encouraging mental and physical stimulation through community engagement and companionship.

The service can accommodate up to 20 care receivers at any one time. Transportation for those who are unable to provide their own has historically posed a challenge; however, the Registered Manager reported significant improvements since the last inspection. Transport arrangements are facilitated through the patient transport service. Additionally, the centre has access to its own vehicle for pick-ups, and there is now access to a shared wheelchair-accessible vehicle, enhancing transport accessibility for care receivers.

Regulated Activity	Adult Day Care service
Conditions of Registration	Type of care: personal care and personal support  Category of care: Adult 60+  Maximum number of care receivers: 21  Maximum number in receipt of personal care/personal support at any one time: 21  Age range of care receivers: 60 years and above
Discretionary Condition of Registration	No discretionary conditions

Dates of Inspection	26 March and 4 April 2024
Times of Inspection	13.00-17.00 and 08:30-13:00
Type of Inspection	Announced
Number of areas for improvement	No areas for improvement
Number of care receivers using the service on the day of the inspection	Day 1: 15 Day 2: 16

The Adult Day Care Service is operated by the Government of Jersey, Health and Community Services (HCS), and a Registered Manager is in place.

Since the last inspection on 14 April and 2 May 2023, the Commission received an updated copy of the service's Statement of Purpose. This was submitted on request a few days before the inspection and has been updated by the Registered Manager to include the 'Referral Process'.

## 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 inspection findings for Hollies Day Centre were positive.

The staff team demonstrate a clear familiarity with the care receivers, having developed effective and nurturing relationships with them. This is evidenced by the positive interactions and the care receivers relaxed and contented demeanour during their time at the centre.

The service has a clearly defined remit, outlining its aims and objectives. The Statement of Purpose serves as a clear guide to the overall function and ethos of the service provision.

Feedback from care receivers is considered important by the staff team. A recent change in how this feedback is gathered has resulted in more successful engagement in this process.

The daily recordings of care receivers' experiences while visiting the centre clearly provide evidence of positive outcomes.

The staff team gets together at the beginning of the day, prior to the arrival of the care receivers, and at the end of the day, after they have departed. These meetings known as the hub, serve as a platform for team members to communicate the plan for the day and highlight any care needs particular to their attendees.

Care records include daily recordings, home visit assessments, 'This is Me' documents, support plans, and risk assessments. These comprehensive records enable the day service to deliver safe and effective care while supporting staff to meet the individual needs of the care receivers.

A well-defined medication process is established; this is supported by guidance and staff training in the safe administration of medication.

The introduction of two new assistant manager roles within the staff structure across the day centre services has had a positive impact on the service's development.

The staff team carefully plans and delivers engaging activities incorporating physical, mental, social, and creative elements, ensuring an energising and enabling experience for the care receivers.

The Registered Manager collaborates closely with the service lead and other managers across the collective day centre services to implement standardised practices, promote development, and enhance the overall quality of the services.

## INSPECTION PROCESS

This inspection was announced and completed over two days, 26 March, and 4 April 2024. One week's notice of the inspection was provided; this was to ensure that the Registered Manager would be available to facilitate the inspection for the two days.

The Adult Day Care Standards were referenced throughout the inspection.<sup>1</sup>

This inspection focussed on the following lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**

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

Prior to our inspection, all the information held by the Commission about this service was reviewed, including the previous inspection report, any notifications provided to the Commission since the last inspection, the updated Statement of Purpose, and the previous three month's quality assurance reports.

The Regulation Officer gathered feedback from four care receivers and three family members. Feedback was also gathered from the staff members available over the two days of the inspection. The views of four professionals were also obtained as part of the inspection process.

Records, including procedures, support plans, risk assessments, monthly reports, a training matrix, and care records, were examined as part of the inspection process.

The Regulation Officer observed group activities, attended the morning and afternoon hub meetings, and spoke with the staff members.

The Registered Manager displayed the Jersey Care Commission poster on the information board before, during and after the inspection, inviting visitors, relatives, and staff members to provide their views of the service to the Commission. No additional responses were received.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager.

This report outlines 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, no areas for improvement were identified.

### **Is the Service Safe**

Emphasising the importance of creating a safe environment so care receivers are protected from avoidable harm, with a focus on policies and procedures.

The service adheres to medication administration guidelines to uphold safe practices. Several members of the staff team have undertaken medication administration training in accordance with the Adult Daycare Standards. An additional protocol in medication management involves allocating a staff member each day to administer any medications scheduled during the session; this procedure is documented in the 'hub' meeting records.

The management team prioritises and encourages staff training. The staff team ensures each member has protected time to fulfil their training requirements. Staff members confirmed during feedback opportunities that they were supported to complete any training and were encouraged to look at additional training relevant to their role.

The Registered Manager encourages career progression and supports identified opportunities for staff to progress through training and development.

Staff recruitment remains under the management of the HCS Human Resources (HR) department, referred to as the 'People Hub'. The Registered Manager collaborates with the People Hub to oversee recruitment, including shortlisting and conducting interviews. Additionally, the Registered Manager ensures the implementation of safe recruitment practices, such as reviewing references and Disclosure and Barring (DBS) checks.



The Regulation Officer reviewed the fire procedure logbook, which showed adherence to fire protocols, including weekly alarm testing. The Registered Manager clarified that the centre has a fire plan specific to the centre, and the annual training is customised accordingly. A fire drill is scheduled when the entire staff team is present, which will incorporate the use of the available evacuation equipment, such as evacuation mats. Each care receiver has a personal emergency evacuation plan (PEEP) available in their care records; this identifies any mobility issues which would need to be considered during an evacuation.

Staff can access applicable policies through the internal intranet. Specific generic policies are due for updating, and the HCS governance department is currently addressing this by reviewing and revising the necessary policies. The Registered Manager, in cooperation with the service lead and other day service managers, develops service specific guidelines.

Ensuring the health and safety of care receivers is a priority for the service. Individual risk assessments are utilised to identify and address specific risks for each individual. When planning outings, consideration is given to the mobility needs of the care receivers, and risk assessments are conducted accordingly. The service is careful to match transportation facilities appropriately to ensure the safety and comfort of the care receivers.

At the end of each day, the staff convene for a meeting, providing an opportunity for the team to debrief following the day's sessions. Staff members have expressed the value of this practice, as it enables them to review incidents, highlight successes, and address challenges. The Registered Manager noted that this opportunity has decreased the escalation of incidents further down the line.

## **Is the Service Effective and Responsive**

Assessing the organisation of the service so that care receiver's needs are respected and met.
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The staff team has implemented a new method for gathering feedback from care receivers about their experience at the Hollies, their suggestions for activities, and their preferences. A structured proforma has been designed, featuring set questions to elicit feedback. If the staff team are planning an outing, this is an opportunity for them to ask the care receivers where they would like to go or share suggestions for community activities. A staff member will ask each person in a quiet space to ensure the process is conducive to open communication. A staff member reported that this new method of collecting feedback has been significantly more successful than the previous approach of asking in a group setting, where not all individuals would voice their opinions. They felt that more meaningful feedback was now being received.

The entire staff team participates in planning and organising daily activities. The Regulation Officer had the opportunity to observe a couple of these activities. One activity was designed to incorporate physical interventions aimed at promoting movement and exercise, along with an element of friendly competition. Another activity encouraged the use of memory and observational skills. One professional who refers individuals to the service provided feedback indicating that the service facilitates "meaningful interaction and stimulation" for the care receivers.

Many of the care receivers' express interest for outings into the community, and the staff are very good at recognising this. They frequently organise such outings, responding to the wishes of the care receivers. For instance, a trip to a local recreational centre for lunch has been arranged for the following week.

Care assessments are conducted collaboratively with the care receivers before they attend the day centre. This process is designed to identify their abilities and needs during their time at the centre. Occasionally, it may become evident that the service is not fully meeting the individual's needs due to requiring a higher level of support.

To address this, a six-week review is integrated into the referral process. This allows for identifying such situations and ensures that the service can involve the referrer in assessing for a more suitable service before closing the case.

The centre features an outdoor patio area where various outdoor activities are facilitated, including planting flowers and vegetables. Recently, the staff team noticed that some care receivers were having difficulty bending to floor level to tend to the planting. In response, the Registered Manager was able to purchase raised planters, which have proven to be extremely successful in assisting the care receivers in engaging in gardening activities comfortably.

Transportation for care receivers who are unable to provide their own means of getting to and from the centre can be arranged through the HCS transport service. The centre recently acquired a more appropriately sized lease car, which is larger and more adaptable for care receivers with mobility issues. This vehicle is utilised for outings in the community. Additionally, the centre now has access to a shared wheelchair-accessible vehicle. This marks an improvement from last year when such a vehicle was not available, thereby ensuring access for care receivers with mobility challenges.

## **Is the Service Caring**

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.
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The Regulation Officer received feedback from four care receivers during the inspection days. Some of their comments included, “It gives me the opportunity to socialise, and I enjoy the lunch”, “I have been coming here a long time, and I couldn’t do without it”, and “I really love coming”.

A professional who provided feedback noted that the staff at the Hollies display a positive approach, contributing to the overall “warm experience” enjoyed by the care receivers.

Individuals identified as requiring support with personal care receive attentive assistance from staff who uphold their dignity and privacy. Any observed changes during the provision of personal care are sensitively addressed through discussion with the care receiver and their family members if needed.

Each care receiver attending the centre is allocated a key worker from the staff team who oversees the monthly review of support plans and risk assessments, making any necessary adjustments that are in line with individual needs. Care receivers are regularly provided with opportunities to meet with their key worker to discuss their views and wishes.

A “This is Me” document is compiled, detailing individual preferences, communication requirements, mobility status, and other relevant features. This document includes risk assessments and support plans, which outline the individual’s support needs. Support plans also include information regarding the individual’s family network and home support.

The team is willing to collaborate with health and social care professionals to compliment any existing care plans. For instance, there have been care receivers who have been on a physiotherapy exercise programme. The team has liaised with the Physiotherapist to understand the necessary exercises and then encouraged the care receiver to complete them while in the centre.

During lunchtime, care receivers are given the option to choose between hot or cold meals from a variety of available selections. Additionally, drinks and snacks are accessible throughout the day. The HCS catering department supplies the lunch. Lunchtime promotes a friendly and sociable atmosphere, with staff members sitting and interacting with care receivers throughout the mealtime.

A professional observed that while working with the team at the Hollies, they recognised that they were well-organised, proactive, and enthusiastic about learning.

### **Is the Service Well-Led**

Evaluating the effectiveness of the service leadership and management.
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The staff structure at the Hollies and across the day centre services has recently changed to include two new roles of assistant managers. These roles have had a positive operational impact, as they have allowed the Registered Managers to focus more on making changes and improvements to service delivery through governance practices.

In addition to the service's Statement of Purpose, a standard operating procedure has been introduced across the adult day care services. This provides a clear understanding of the service provision and the care receivers it serves.

The Registered Managers and service lead for the collective day centre provisions hold a weekly meeting to discuss service development, staffing updates, training initiatives, what is working well, and any challenges encountered within the service.

The Regulation Officer received the last three copies of monthly quality assurance reports, which proved beneficial in understanding the centre's operations. These reports include a review of one of the daycare standards, offering insight into its implementation within the day centre processes. The reports are submitted to the HCS Executive Board for consideration regarding the quality and safety of the service provided to the care receivers.

As part of the induction to the centre, new care receivers and their family members are provided with a handbook containing a clear complaints and feedback process. This procedure outlines the steps to be taken in case of any concerns. This includes provision for escalation to the wider HCS process if resolution is not immediately achieved through input from the Registered Manager.

There is a structured system for staff supervision, with assistant managers taking on the role of supervisors for the staff team. Compliance with this expectation is good. The Regulation Officer was able to review three supervision records. The supervision process includes consideration of staff wellbeing, and practical considerations such as annual leave and any practice concerns raised. Staff members spoken to for feedback confirmed that they received supervision in timescales.

A professional working with the service provided positive feedback, highlighting the excellent communication with the service. They commended the prompt responses to queries and the efficiency of the organisation when arranging an initial visit for a care receiver.

Additional positive feedback from two professionals emphasised the Registered Manager's "professionalism, helpfulness, and organisational skills". Another observed that they are knowledgeable about the care receivers.

## **IMPROVEMENT PLAN**

There were no areas for improvement identified during this inspection and an Improvement Plan is not required.

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.



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