



**Jersey Care
Commission**

Summary Report

Hollies Day Centre

**Adult Day Care Service
La Rue Hilgrove
Gorey Village
Grouville
JE3 9EZ**

26 March and 4 April 2024

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.

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](#).