



**Jersey Care
Commission**

Summary Report

The Diner

Home Care Service

St James Lane

St Helier

JE2 4QQ

Inspection dates:

4 & 5 July 2024

Published:

22 August 2024

SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for development identified at the last inspection

At the last inspection, one area for development was identified, and a development plan was submitted to the Commission by the Registered Provider, setting out how this area would be addressed.

The development plan was discussed during this inspection, and it was positive to note that the development had been made. This means that there has now been an application submitted to the Commission from the Interim Manager as the Registered Manager.

4.2 Observations and overall findings from this inspection

The Diner is based in an open plan building in St. Helier. It has a staff office, a large room for recreational activities, a kitchen, a large dining area, a lounge area, and toilet facilities. Unfortunately, there is very minimal outside space for service users to enjoy, as there is a busy car park on site.

This vital service receives approximately two referrals per week and currently has 82 registered service users, although the maximum number of service users that can attend at any one time is 35.

Previous reports have acknowledged that the building's fabric needs substantial work. Some work has been completed to improve the facility; however, the need for new premises has been recognised, which is in progress. Some minor repairs to the inside of the building have been made since the last inspection, and some of the furniture is new.

There is a good selection of resources available in the Diner for service users to take away along promoting health and wellbeing.

Staff training is up to date except for one person due to extended leave.

The service offers physical health support with various exercise options each day and workshops on healthy eating, and they are currently recruiting a dietician and physiotherapist to implement new initiatives.

Several service users provided valuable feedback regarding the service, the staff, the facilities, what works well and what improvements could be introduced.

The staff consulted provided positive feedback on the changes in the Diner since the last inspection, especially regarding leadership, staff availability to cover shifts and the peer support network.

No staff have been recruited to this service since the last inspection.

Overall, the Regulation Officer was impressed by the Registered Provider's and Registered Manager's response to the last inspection and how they have introduced new initiatives to this service.

DEVELOPMENT PLAN

There were no areas for development identified during this inspection and a development plan is not required.

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