



**Jersey Care
Commission**

Summary Report

Hollies Day Centre

Adult Day Care Service

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

**Inspection Date
2 April 2025**

1. SUMMARY OF INSPECTION FINDINGS

4.1 Progress against areas for Improvement identified at the last inspection

At the last inspection, no areas for improvement were identified.

4.2 Observations and overall findings from this inspection

Safe recruitment practices are followed, with the Registered Manager working alongside the organisation's Human Resource (HR) department to maintain oversight of the recruitment process for staff employed in the service.

The organisation has introduced a new generic induction programme for all new starters across adult government services. The Mandatory and Statutory Training Induction (MASTI) includes a checklist for Registered Managers to complete and an induction passport for each new staff member to track their progress and ensure all required training is completed.

The team remains unchanged, with no new recruitment required. This continuity supports a consistent and streamlined service delivered by a team that works well together, is familiar with the service, and understands its needs.

Written agreements for care receivers using the service have been introduced. These agreements provide clear guidance on what is being offered to individuals and outline the steps to be taken if their care needs change.

Lunchtime is very much a social event, with care receivers and staff sitting together in the dining area to share their meal. Ample time is set aside to ensure individuals have sufficient time to eat and enjoy their lunch without feeling rushed. The staff team actively promote lunchtime as a key part of the day, encouraging a sense of shared dining.

During the inspection, the Regulation Officer enquired whether the staff team had received basic training in palliative and end-of-life care. The Registered Manager

advised that arrangements for training in this specialist area are currently underway, and they are liaising with a local training provider to coordinate this.

A review of a selection of policies found that, while some had been recently updated and ratified, several others were outdated and required review. The need to ensure all policies are current and reflect best practices has been identified as an area for improvement.

The service is required only to provide limited support with medication administration, with trained staff following appropriate guidelines and procedures. However, the absence of an annual review process for staff medication competencies is not compliant with the Day Care Standards and has been identified as an area for improvement.

IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 1.6 Regulation 5</p>	<p>The Registered Provider must ensure that policies and procedures are developed in line with current best practice and are regularly reviewed and updated as necessary to maintain compliance and support the delivery of high-quality care.</p>
<p>To be completed: by 2 January 2026</p>	<p>Response by registered provider:</p> <p>The Quality and Safety Team have recently recruited a Policy Manager within HCJ who will lead on work to identify corporate policies in need of review or removal to improve accessibility to the relevant GOJ documents required by the service/care receivers. Any Adult Social Care specific policies relating to the 60 + Adult Day Services will be updated and ratified as routine within the Adult Social Care Group and then approved through the usual HCJ process as required. The registered manager will continue to monitor and review procedures to ensure appropriate access to policies for all staff.</p>

<p>Area for Improvement 2</p>	<p>The Registered Provider must ensure that all staff trained in medication management are assessed as competent on an annual basis.</p>
<p>Ref: Standard 6.7 Appendix 8 Regulation 14</p> <p>To be completed: by 2 October 2025</p>	<p>Response by registered provider:</p> <p>The current framework for annual assessment of medication competency will be reviewed by ASCC Leadership Group. This to ensure medication training needs meet both the requirements set out in Standard 6.7 for Day Care services but is also aligned with relevant HCJ Medicines policy and training matrix.</p>

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