



**Jersey Care
Commission**

Summary Report

Specialist Palliative Care Team Hospice

Home Care Service

**Mont Cochon
St Helier
JE2 3JB**

22 and 23 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.

The inspection was positive, and no areas of improvement were identified. The Registered Manager and staff actively engaged in the inspection. Requests for information, records, and feedback during the onsite inspection and post-inspection were provided. Additionally, care receivers and their family members were willing to share feedback about the service, which was overwhelmingly positive.

The SPCT is a multi-disciplinary group comprising of specialised medical and nursing professionals, a pharmacist, a social worker, and administrative support. There is a nurse team lead, two community nurse specialists, and an associate specialist nurse. Together, they provide palliative care services across the island, extending their support to individual homes, care homes, and the general hospital.

The Regulation Officer reviewed the service's Statement of Purpose (SoP) and determined that it accurately and comprehensively reflects the operational procedures of the service.

The staff members receive training in line with their specialist roles. The in-house education team oversees the mandatory and essential training process and works with staff members to identify any additional specialist training needed to fulfil their role.

A comprehensive approach to care delivery is implemented, where the team offers guidance and assistance in addressing physical, psychological, spiritual, and social needs.

Time was spent with the HR department, and evidence of safe recruitment practices was seen during this engagement. The HR team demonstrated the implementation

of robust processes and procedures, ensuring thorough and safe recruitment practices.

There are clear referral criteria available to partner agencies to utilise when considering a request for the service on behalf of the care receivers.

Advanced care planning is facilitated for care receivers to articulate their wishes for end-of-life care. These discussions occur with a team member with the training and skills to support this interaction.

The team has access to restorative clinical supervision, a resource designed for staff members to contemplate and reflect on challenging and stressful demands and issues. It provides an opportunity for an alternative perspective to be considered and support to be available if needed.

A daily multi-disciplinary meeting is conducted with the specialist palliative care team, where key professionals convene to discuss care receivers within the service. The focus is on individuals with changing needs that may necessitate access to various parts of the service and new referrals. This meeting includes discussions about care receivers who may require the services of the inpatient unit.

New team members undergo a comprehensive induction program that includes a competency framework. Team members are supernumerary during the initial weeks of their induction period, providing them with the opportunity for shadow shifts and visits to observe how other departments operate.

IMPROVEMENT PLAN

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](#).