

Statement of Purpose

Regulation 3. Conditions of registration: general of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018, requires providers to submit a Statement of Purpose for each service within an organisation. Please submit this form as part of your registration application or upon request by the Care Commission (if registration has transferred). You must inform the Care Commission of any changes to your Statement of Purpose within 28 days.

1. Provider information			
Name	Island Home Care Limited (Island Home Care)		
Address of Provider	Island Home Care, PO Box 714, Jersey, JE4 0PU		
Legal status of service	Limited company		
2. Service information			
Service type	Care Home (adults)	☐	
	Care Home (children/young people)	☐	
	Day Care	☐	
	Home Care	☒	
Name of Service	Island Home Care		
Address of Service	Island Home Care, PO Box 714, Jersey, JE4 0PU		
Manager of the service	Mr James Videgrain		
Location of the service	Island Home Care will provide services across the island in all parishes that require our help.		
3. Categories of Care Provided			
Adult 60+	☒	Substance misuse (drugs and/or alcohol)	☒
Dementia care	☒	Homelessness	☐
Physical disability	☒	Domestic violence	☐
Learning disability	☒	Children (under 18)	☐
Autism	☒	Other (please specify)	☐
Mental Health	☒		
Age ranges:	17+		

Types of Care	Nursing care Personal care Personal support	☐ ☒ ☒	<i>Refer to definitions in Regulation of Care (Jersey) Law 2014</i>
4b. Home care services			
Size of home care service	Small (less than 112 care hours per week)	☐	
	Medium (112-600 care hours per week)	☐	
	Medium plus (600-2250 care hours per week)	☐	
	Large (2250 + hours per week)	☒	
Number of hours of care delivered	Detail the maximum number of care hours the service can provide: 2250 +		
5. Aims and objectives of the service			
<i>The philosophy or ethos of the service (where this is based upon a theoretical or therapeutic model, a description of that model).</i> <u>Aims:</u> • To provide quality 24-hour Home Care Services. • Offer the best conditions possible for our staff. • To offer an effective, individual and truly person-centred service. • To support and care for adults with tailored programmes that match their needs whether they are determined by mental ill health, physical disability, 60+, Dementia or co-existing conditions. • To help our clients lead meaningful lives and to increase their opportunities to build a life in the community. <u>Objectives:</u> • To provide the core person centred conditions of authenticity, empathy and unconditional positive regard to help our clients in whatever difficulties they are experiencing • Provide home care that enables feelings of security, confidence and comfort and promote clients' wellbeing, independence and recovery. • To provide a holistic approach to physical, emotional, and spiritual wellbeing. • To work in partnership with families and other professionals to aid individual care and recovery. • To have the best interests of clients as our focus. • To provide the best pay and conditions for our care staff that challenges the privatised sector to do better by their staff and in doing so be better for their clients.			
6. Range of Care Needs Supported			

Island Home Care will primarily provide home care and support services to clients in 60+, those requiring Dementia Care and to those suffering from Mental Illness. Island Home Care has experience of working with physical disability and Autism in a range of age groups and understands some of the added complexities of these as primary and secondary conditions when providing care and support. Whilst we do not work with children we recognise the need to support transitions for 17 year olds when care and support is needed and will work with JCC, relevant healthcare professionals and Social workers to ensure a smooth transition to adult support. All staff undertaking this work will be briefed on the Island Home Care Child Safeguarding Policy, have undertaken relevant training and be aware of the support that young people leaving care can access and support them to do so.

The home care criteria include:

- A need as listed above that requires the provision of Home Care and Support Services.
- An assessment from an Occupational Therapist, a health and social care assessment that identifies a need for home care where required. A needs based/risk assessment will be conducted by a qualified member of the Island Home Care team.
- When required - a formal diagnosis of mental illness from a psychiatrist which can also include additional diagnoses such as learning disabilities, autism or those who have recovered from drug/alcohol related problems.
- When required the client will be actively engaged with the mental health services, i.e. psychiatrist, community psychiatric nurse (CPN), support worker or social worker. The client will be engaging in services offered to them if required for the safety of the care package.

The limits of care provision are as follows:

- Active Alcohol/drug use that is unmanageable or unsafe in a community setting.
- The point at which Island Home Care is no longer able to meet the individual's mental/physical health care needs.
- Violence and aggression that is not able to be managed safely by Island Home Care.
- Under 17's, homelessness and domestic Violence.

7. How the service is provided

Commencing care, assessment, planning and review

A referral can be made by families, GP's, social care professionals, or the individual themselves. A risk assessment and care planning process will be undertaken with the client to understand their needs and hopes.

An occupational assessment will be completed if required. An appointed social worker will need to complete any Long-Term Care (LTC) assessment and ensure that funding arrangements are in place. Home Care clients that are self-funded must be able to demonstrate that funding can be sustained.

The first four weeks of a care package commencing will be regarded as a trial period. During this time the care package will be reviewed by the management team, social care professionals, the individual and their families. Formal reviews will take place at the end of the first week and again on the fourth week to ensure that the level of care/support being provided is adequate and meets the needs and desires of the client. The care team will continually provide updates as to the accuracy and suitability of the care plan to the client's requirements. They will regularly make reports using our care software. There will continue to be regular reviews and assessments of the care provided. The client will be consulted via telephone, in person, or by questionnaire as to how they feel about the care being provided.

Island Home Care will recruit staff and make their availability known to social workers in advance of their start date to allow for packages of care to commence in a safe and timely manner. We will also be available to commence urgent packages of care and make it known when the staffing is available to do this. In the event of undertaking an urgent care package the following process will be followed. An assessment can be conducted in person, over the phone, or by a social care professional. Care documentation must be provided to the management to ensure that Island Home Care is able to properly provide for the individual and management will make the decision following consideration of the risk profile of the client, the safety of staff and their ongoing care needs.

Care and support

Care plans will promote dignity, respect, honesty, diversity and freedom of choice. The aim is to empower clients to feel in control of their care and do things as they want them to be done. For example, safe moving and handling techniques will be discussed and adapted as necessary. This will be done with relevant professionals to ensure each client's engagement and understanding of their care. The plans will be person centred, mutually agreed, and written from the perspective of the client including their goals. This may be as simple as remaining independent in their own homes to more complex social and personal aspirations. The care plans will be reviewed on a regular basis, using care software to ensure that they remain up to date and easy for staff to follow. The person-centred approach will be at the heart of the care and support. A holistic approach to care planning will enable the clients to have optimal independence in being supported to achieve their goals and have better quality of life.

Communication and involvement

All efforts will be made to communicate with clients in a way that empowers them and suits their needs. This may require involvement from specialist agencies and professionals for training around visual and auditory impairment. Training is given around communication in care settings, but further training will be developed for

the care teams of clients with specialist requirements. Clients will be consulted on care decisions and updating of care plans when they are reviewed or upon request. The care provided will always be mutually agreed. The client will be made aware and reminded that they are able to request access to their notes/care plan which can be provided in hard copy or electronic form at any time.

Rights and responsibilities

The Island Home Care Team works with families and other social care professionals to support its clients in a way that respects their individuality and safeguards their rights and freedoms. The Island Home Care management team will protect its clients by ensuring that all of its staff are well managed, appropriately trained, and up to date with policies, procedures and laws. All staff at Island Home care will be aware of and adhere to a code of practice for care/support workers. This includes areas covering the care/support worker's role in delivering high standards of care. Island Home Care and its staff will be accountable for promoting and upholding clients' rights including the right to privacy, dignity, health and wellbeing. We collaborate to communicate effectively and uphold all of our clients' rights including the right to make their own decisions and for all of their care and information to remain confidential and compliant with Data Protection Jersey Law (2018) legislation. Island Home Care is passionate about equality, diversity and inclusion and will regularly consult with industry leaders to ensure best practice in these areas.

8. Staffing arrangements

Island Home Care will provide suitably trained, sufficiently skilled, experienced and competent staff to meet the needs of its clients in their own homes. The staff team will include a manager and care/support workers. The care/support workers will hold a variety of qualifications such as NVQ/QCF/RQF levels in health and social/adult care. The manager (James Videgrain) holds a variety of social care certificates and relevant professional qualifications some of which are: RQF level 3 medications (QCF), Level 3 Award in Education and Training, Level 4 diploma in Therapeutic Counselling, Level 4 People Handling & Risk Assessment Key Trainer and BSc in Counselling, Psychology and Sociology. The manager also has a Level 5 Diploma in Management and Leadership and holds Level 7 chartered management status.

Continuity:

Island Home Care is dedicated to maintaining business continuity and ensuring safe staffing levels that prioritise the well-being of both our staff and clients while allowing for business flexibility. We have a strong management structure, an up-to-date business continuity plan, and a service development plan that is regularly reviewed to ensure our organizational chart and staffing levels remain optimal. Our unique structure, which includes coordinators who balance office and care responsibilities, ensures that staff are not overworked or routinely required to work overtime.

Staff training:

All staff will be given a Island Home Care values and standards-based induction which will be overseen by the manager. The staff will be given the opportunity to shadow the care package that they will be working on. All staff are given an induction to the individuals home and undertake a medications competency

assessment. These will include observations and training when required. All staff, including new starters, will be expected to complete and maintain statutory and mandatory training with an external provider at the expense of IHC. As some of the work the agency will undertake is 'specialist' staff will be required to complete additional training as part of their mandatory training. For example, mental health training, Dementia certification or SPELL training (Autism awareness). Our training flow chart outlines this process.

9. Services and facilities

Provision of food / drinks / snacks:

Island Home Care will assist in the preparation of 3 meals a day in accordance with the dietary requirements and care plan of the individual client. Clients will be offered choice and take part in planning menus and shopping where possible. In addition, snacks will be made available and special dietary requirements will be catered for. Clients will be encouraged to assist in the process and be supported to do this where possible in order that they maintain independence for as long as possible. All staff will perform food hygiene training and be supported to undertake light cookery classes where necessary. Island Home Care has strict hygiene standards and cleaning schedules within the client's homes and will ensure additional cleaning is undertaken when required.

Activities:

Activities are person centred and carers will take guidance from the clients in the activities they wish to undertake in and out of their home. Clients will be assessed for social needs and desires as part of a holistic approach. Most care staff will have a driving license in order to assist with the transportation of clients to activities and community groups. Island Home Care will maintain strong links with community organisations that can enrich the lives of its clients and make referrals to organisations that will benefit clients emotional and social wellbeing.

Specialist equipment:

Equipment will be provided by the client, private equipment providers and occupational therapy department to use within the client's home. Carers will be trained to use the equipment safely and have up to date moving and handling training. The agency will ensure a maintenance plan is in place by the equipment provider. PPE for staff will be provided by Island Home Care.

Office/meeting rooms

All records are securely stored in a GDPR-compliant care software system. Any physical documents are either shredded or stored in a locked cupboard. Staff meetings take place at our offices, while service users are met in the comfort of their own homes. Our office and training facilities are spacious and well-equipped, providing ample room for training sessions, work, supervision, team meetings, and, when necessary, meetings with partner agencies, clients and their families, and other professionals.

10. Quality Assurance and Governance

Complaints and concerns	Complaints are to be made to the Island Home Care manager. An informal discussion will take place with a view to resolving the complaint. Where informal discussions fail to achieve a satisfactory outcome, the manager will formally record the complaint and all efforts made to resolve the complaint. A formal complaint in writing should then be sent to the Director of Island Home Care for investigation at Island Home Care, PO Box 714, JE4 0PU or by e mail. Assistance will be given to make a formal complaint when required. A full copy of the Island Home Care complaints procedure will be made available to clients when they raise a concern and how to make a complaint will be included in their client agreements.
Organisational structure	Island Home Care Limited is a registered limited liability company with 1 shareholder and one Director/owner and a Care manager. The management team and Director oversee the day to day running of the agency and supervision of care staff. Clear lines of communication and delegation of responsibility are maintained.
Service oversight	A monthly report that covers a range of statistics and values, as approved by the Jersey Care Commission is completed. JCC will provide inspections and guidance as appropriate. It will receive guidance from internationally recognised care standards and bodies in relation to maintaining quality and standards across the organisation. DIFERA equality and diversity accreditation has also been achieved.
Involvement	Island Home Care staff and clients will receive regular surveys where they can contribute feedback to the running of the service. Clients and staff will be provided with the opportunity to meet regularly with a member of the team to speak about any issues they are facing or changes they would like to see within the service.

Date effective from:	<i>1st March 2022</i> <i>Reviewed</i> • <i>9th December 2023</i> • <i>22nd December 2023</i> • <i>5th September 2024</i> • <i>19th June 2025</i> • <i>13th July 2026</i>
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