

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	Thrive
Address of Provider	12 Britannia Place, Bath Street, St. Helier Jersey JE2 4YS
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	Thrive	
Address of Service	12 Britannia Place, Bath Street, St. Helier Jersey JE2 4YS	
Manager of the service	Mr James Yetman	
Location of the service	Thrive 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	☐
Domestic Violence	☐	Physical disability and/or sensory impairment	☒
Learning disability	☒	Children and young people (0 to 18)	☒

Autism	☒	Young adults (19 to 25)	☐
Mental Health	☐	Other (please specify)	☐
Age ranges:	0-18		
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 average number of care hours delivered per week: 101	
	Detail the maximum number of care hours the service can provide: 112	

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 children with tailored programmes that match their needs whether they are determined by mental ill health, physical disability, developmental disorder, or co-existing conditions. • To help our children and young people 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

Thrive will focus on providing home care and support services to children and young people aged 0-18. Thrive has experience of working with physical disability, learning 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. All staff undertaking this work will be briefed on the Thrive Children and young Adult Safeguarding Policy, have undertaken relevant training and be aware of the support that young people 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.
- A health and social care assessment that identifies a need for home care and support services. A needs based/risk assessment will be conducted by a qualified member of the Thrive team.
- When required - a formal diagnosis of mental illness from a qualified professional 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 Thrive 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 Thrive.
- Over 25's, homelessness, dementia care, 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 panel applications and ensure that funding arrangements are in place including LTC if required. 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. 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.

Thrive 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 to be conducted in person, over the phone, or by a social care professional.
- Care documentation must be provided to the management to ensure that Thrive 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 practicing life skills 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

Thrive 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. Thrive 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 Thrive 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. Thrive and its staff will be accountable for promoting and upholding clients' rights and children's 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. Thrive is passionate about equality, diversity and inclusion and will regularly consult with industry leaders to ensure best practice in these areas.

8. Staffing arrangements

This needs to detail how the staffing arrangements will meet people's care needs and specialist services detailed above.

Thrive provides suitably trained, sufficiently skilled, experienced, and competent staff to meet the needs of its clients in their own homes. The staff team include a manager, deputy manager, and care/support workers. The care/support workers 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. CMI Level 5 Diploma in Management and Leadership and Level 7 Strategic Management and Leadership Practice.

In preparation for an increase in service hours, Thrive is training a small group of Island Home Care staff to enable them to also work within Thrive, as well as recruiting new staff. Sophie Wolstenholme has also been promoted to Deputy Manager to have better administrative oversight of the service. Sophie holds an MSc in Developmental Disorders, BSc Psychology, RQF level 3 medications, and is undertaking an RQF Level 3 Diploma in Children, Young People & Families in the Community.

Continuity:

Thrive are committed to business continuity and safe staffing levels that promote staff and client wellbeing and business flexibility. We will ensure that there are always enough staff to cover holidays and sickness so that overtime is not routinely undertaken by the team.

Staff training:

All staff will be given a Thrive 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 our training manager, Belle Chambers, including our Children's First training. 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, training around mental health, SPELL (Autism awareness), or challenging behaviour. Thrive staff will also be placed on the RQF Children and Young People's Workforce Early Learning and Childcare Level 3.

9. Services and facilities

Provision of food / drinks / snacks:

Thrive will assist in the preparation of meals 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.

Clients will be encouraged to assist in the process and be supported to do this where possible, to develop life skills and independence in line with their individual care plan and discussed with parents/guardians. All staff will perform food hygiene training within mandatory training. Thrive has strict hygiene standards and maintain cleaning schedules where appropriate 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 and their parent/guardian 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 to assist with the transportation of clients when accessing the community for activities, appointments, life skill practice, etc. Thrive 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. PPE for staff will be provided by Thrive.

Office/meeting rooms

All records are held digitally within a GDPR compliant care software system. Any paper records are shredded or kept in a locked cupboard. Meetings with staff will be held in the office and service users will be met in their own homes. Third party office and meeting spaces may be made available if there is a need to have more formal client meetings out of their home, for staff interviews and training.

10. Quality Assurance and Governance

Complaints and concerns	Complaints are to be made to the Thrive 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 Thrive for investigation at PO Box 714, Jersey, JE4 0PU or by e mail. Assistance will be given to make a formal complaint when required. A full copy of the Thrive complaints procedure will be made available to clients when commencing a care package as well as on our website.
Organisational structure	Thrive Limited is a registered limited liability company with 1 shareholder and one Director/owner. The Director oversees 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. Thrive will receive guidance from internationally recognised care standards and bodies in relation to maintaining quality and standards across the organisation. DIFFERA accreditation will also be sought.
Involvement	Thrive 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.
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Date effective from:	2026
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