

## INDIVIDUAL HOME CARE

If you are an individual providing care in someone's home, and you are not employed by a Home Care agency, you may need to register with the Commission.

### Why?

- The Regulation of Care (Jersey) Law ('the Law') came into effect on 1<sup>st</sup> January 2019.
- Under this Law, the provision of a home care service is now a regulated activity.
- The Law states that individual carers who are providing a home care service for payment directly from the person receiving care are required to be registered

This means that if you are not employed by an agency and you provide a home care service to an individual in their private accommodation then you do need to register.

You need to register because we need to be sure that as an individual home care worker you are a person of good character, and that you are able to do this job because you have the necessary skills and experience.

### Your application

You may already be providing care and if this is the case you need to get in touch with us immediately and apply to be registered.

You may be thinking about becoming an individual home carer, and if this is the case it is necessary to register before you start work.

All individual home care workers are required to complete an application form, and we also want you to speak with or meet a Regulation Officer at our offices in Hill Street, St Helier.

### Fitness criteria

The law says a fit person to be registered is someone who:

- is of good character;
- has the qualifications, skill, knowledge or experience necessary and
- has not been sentenced or imprisoned for offences that make the person unsuitable to be registered, or whose name is not on a barred list;
- has never been declared bankrupt in Jersey or elsewhere;
- is physically and mentally fit to be registered.

### Conditions of registration

The law also says that the Commission must impose the following conditions:

- You must have an address in Jersey;

- You must supply a Statement of Purpose, which is a document that includes a description of services and your aims and objectives. We can help you with this. You must give a copy to any care receiver and his or her representatives, and to any other person involved in his or her care, like a nurse or social worker.
- You must provide care only to agreed categories of care receivers, for example: old age; dementia;
- You must provide care only up to a stated maximum number of hours, usually no more than 48 hours per week;
- You must provide care only to care receivers of a stated age;
- You must provide care in accordance with your Statement of Purpose;
- You must pay a registration fee of £51.25, and an annual fee of £50.

### **So, what do we need from you?**

#### **Identity and employment history**

We need you to show us proof of your identity by means of a Passport or Driving Licence. We need your home address.

The form asks for a CV to be attached, or there is space on the form for a full employment history. It's important to tell us about and explain any gaps in employment since you left school. For example, travelling, starting a family.

#### **References**

We ask for two references, including a current or recent employer if there is one. We need their names and contact details and we will ask them for a reference.

#### **Criminal records check**

We need to see a certificate from an enhanced Disclosure and Barring Service (DBS) check. This can be from another employer only if you have signed up to the up-date service. We are able to help you with this using an on-line service, but we will have to pass on the charge to you. It's £60 at the moment but could change.

Please inform the Commission if it is not possible to obtain an enhanced DBS certificate because you have not worked or lived in this country, You will not be registered if you have been sentenced to a term of imprisonment for an offence that makes you unsuitable to work in this care/support role, or if you appear on any barred list or have been convicted of an offence against a care receiver.

#### **Medical fitness**

You are also required to provide assurance of medical fitness for the role by submitting a Statement of Fitness form which must be completed by your doctor.

#### **Public Liability insurance**

You need to provide evidence that you have Public Liability Insurance.

A lot of insurers combine Public Liability with other things and call it “carers insurance”. This usually consists of £5m worth of Public Liability insurance plus Personal Accident insurance, Legal Expenses, Protection against errors and omissions in the provision of medical treatment, Accidental damage to property, Accidental bodily injury to any person, Loss of Property. You shouldn’t expect to have to pay more than £100 a year for the appropriate cover.

### Qualifications and training

If you hold a professional qualification (for example if you are a nurse or a social worker) then verification of your qualifications will be checked through the relevant professional body.

As a minimum, you will be expected to evidence the completion or complete the following basic training before registration, and then remain up to date with your training.

- First aid
- Safeguarding
- Moving and handling people
- Food hygiene
- Infection control

We recommend that **first aid training** should be renewed at least every three years.

Jersey’s Safeguarding Board recommends that professionals should undertake Foundation training every 3 years in order to maintain their safeguarding skills and to ensure they are up to date with changes in policy and/or procedures. We recommend that **safeguarding training** should be renewed at least every three years. An alternative would be annual “refresher” training.

There is no set requirement for **moving and handling training** but it is recommended that refresher training should be provided at intervals not more than every three years or where there is a change in work practices resulting in the introduction of a new system of work related to manual handling or use of equipment.

We recommend that **food safety/food hygiene** certificates of all types should be renewed every three years at a minimum.

Effective **infection control and prevention** is essential where work activities could put carers at risk of passing on or contracting an infection. The recommended renewal period for this training is 1 year.

If you have already completed training in (or a qualification that includes training in) some or all of these subjects you are required to present your certificates for verification and provide copies.

Further training may be required, depending on the needs of the person you will be supporting.

If you do need further training, you will be able to be registered but you will need to provide copies of certificates when you complete the training.

You need to keep up-to-date with your basic training and provide evidence of this, and this will be a condition of your registration.

### Care receivers

To complete the registration process you will need to provide details of the people who you will be caring for. This means we will need you to provide their name and address and how many hours a week you expect to work; what you will be paid for your service; who has arranged the package of care; what categories of care you are able to support (for example: Old age; Dementia care; Physical disability; Learning disability; Substance abuse); what ages of care receivers you expect to support.

### Statement of Purpose

We want you to give us a description of services, including where and to whom they are or will be provided, along with your aims and objectives and intended outcomes. We can give you a form that will help you complete a Statement of Purpose, so that you can give copies to the people you are caring for and to anybody else that has helped arrange the care package or is also providing care.

### Once registered

- You should discuss with the care receiver(s) or their representative what they need help with and how they would like their care to be provided. You should record this and review your agreement regularly, and whenever the person's needs change.
- You should keep a daily log of the care and support you provide, making sure you record any advice or guidance from health/social care professionals.
- There should be a written agreement between you and the care receiver which will record terms and conditions, expectations and how to end the agreement.
- You must inform the Commission of any planned or unplanned absence and the arrangements that have been put in place to ensure that the care receiver's needs continue to be met during the absence.
- You must inform the Commission of any changes to your circumstances and any changes of care receivers.

### Notification of incidents, accidents and other events

You must notify the Commission of such incidents, accidents or other events that have posed or may pose a risk of harm to care receivers. There is guidance on how and when to notify the as Commission.

## Complaints

You must respond appropriately to complaints and keep a record of the nature of any complaint and the outcome. You must inform the complainant of the outcome of his or her complaint and, where appropriate, any action taken as a consequence of it, and you must make this information available to the Commission on request.

The Commission will not undertake inspections of individually registered home care workers. However, if a concern has been raised then the Commission may undertake an investigation where appropriate and will require access to any relevant documentation. In certain circumstances the Commission can impose additional conditions and can cancel an individual home carer's registration.

From time to time the Commission will get in touch with you to ask for information and to check on the mandatory and any discretionary conditions of your registration. Please do not wait for this check, but keep us up to date with any changes to your role as an individual carer.

## Other things you need to know

It is possible that you will be providing care to someone who employs you directly, or you will be employed by their representative. You and your employer will need to declare this arrangement to the Customer and Local Services department, and you may both be liable for national insurance contributions.

You may want to be self-employed and invoice your care receivers or their representatives for payment for your services. At the moment (it may change) if you work for more than two households you need to apply for a Business License.

### Population Office (Business Licensing)

T 01534 444444

E [businesslicensing@gov.je](mailto:businesslicensing@gov.je)

Visit: Monday to Friday, 8.30am to 5pm, Population Office, Philip Le Feuvre House, La Motte Street, St Helier JE4 8PE

**Please be aware that whilst there is no limit to the number of care receivers you can be employed by, you must not work more than 48 hours a week in total. If you are a live-in carer then you need to keep a log of the hours you work.**

There is another way you can be paid. The Long-Term Care (LTC) scheme provides financial support to Jersey residents who are likely to need long-term care for the rest of their life, either in their own home or in a care home.

For a registered individual to be paid through the LTC scheme, the individual will need to contact the team manager for Pensions and Care at Customer & Local Services. As part of the approval process, you will also be required to sign an Approved Home Care Provider Framework (APF)

**Thomas Cairns, Team Manager Pensions and Care**

Direct +44(0)1534 447341

Government of Jersey Customer and Local Services Long-Term Care

Philip Le Feuvre House, PO Box 55, La Motte Street, St Helier, Jersey, JE4 8PE

Once you are approved, social workers can commission you to provide care for eligible residents.

The law says that when care services are commissioned by the Government (usually by a social worker), the registered carer must ensure that the contract includes the requirements of that service. In particular, the contract must set out how you can raise concerns about any lack of care or risks to care receivers. This might be that there are not enough care hours provided or that you can't meet the terms of the contract because of the environment, lack of equipment or other limitations.

When you become aware of any of the concerns mentioned above you must notify the Commission as well as the social worker.

### Contact details

**Jersey Care Commission**

2<sup>nd</sup> Floor, 23 Hill Street

St Helier

Jersey

JE2 4UA

Enquiries: [enquiries@carecommission.je](mailto:enquiries@carecommission.je)

Tel: 01534 445801

This Guidance, the Application form, the Statement of Medical Fitness form, the Statement of Purpose form and an example Statement of Purpose, and Notifications guidance can all be downloaded from our website.

Website: [www.jerseycarecommission.je](http://www.jerseycarecommission.je)