

# Guidance for Registered Home Care Service Providers (Individual Care Workers)

Now that you are a registered home care service provider, working as an individual care worker, you are required to notify the Commission of the following:

## Your address and contact details

Please notify the Commission immediately if you have changed address or if any of your contact details have changed.

## Statement of purpose

Your Statement of Purpose should be kept under review and submitted to the Commission within 28 days of any revisions.

## Names and addresses of care receivers

You must notify the Commission when you start to care for a new care receiver, or when you cease providing care to somebody. You should do this by email to [notifications@carecommission.je](mailto:notifications@carecommission.je) and include the care receiver's name and address.

## Provision of care

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 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 must also keep relevant records, such as advice or guidance from health/social care professionals.

## Complaints

You must respond appropriately to complaints and keep a record of the nature and outcome. You must inform the complainant of the outcome of his or her complaint and any action taken consequently. You must make this information available to the Commission on request.

## Notifiable events

You must notify the Commission within 2 working days of any of the following events that occur when you are providing care to a care receiver by using this [online form](#) :

1. Missing.
2. SROL.
3. Events that impact the service.
  - a. Infectious diseases.
  - b. Damage to premises.
  - c. Fire.
  - d. Safety equipment.
  - e. Theft.
  - f. Burglary.
  - g. Staffing levels.
  - h. Disruption to utilities.
4. Incident where harm has occurred.
  - a. Fall event.
  - b. Fracture neck of femur.
  - c. Other Fracture.
  - d. Incident where medical attention was sought.
  - e. Medication error.
5. Pressure ulcers, grade 2 and above.
  - a. Pressure ulcers, grade 2 and above.
  - b. Deterioration of previously notified pressure ulcer.
6. Adult being a victim or perpetrator of a serious assault.
7. Death of Adult.
8. Allegation against staff member / volunteer or care receiver within your service.

A copy of the notifications guidance can be found on our website via the following link:

[Notifications-Guidance-2024-for-website.pdf \(carecommission.ie\)](#)

## Absence

You must inform the Commission if you are absent or if you plan to be absent from providing a service. You must tell the Commission about any arrangements in place to meet the needs of the care receiver(s) during your absence.

## Changes in circumstance

You must inform the Commission of any changes to your circumstances and any changes of care receivers.

## Standards of Practice

The Code of Practice for Health and Social Care Support Workers in Jersey outlines the standards which all care workers must meet.

This Code of Practice should give you assurance that you are providing safe and compassionate care to a high standard and the confidence to challenge others who are not. This Code of Practice will also inform the public and people who use health and social care services exactly what they should expect from Health and Social Care Support Workers in Jersey.

A copy of the Code of Practice can be found on our website via the following link:

[Code of Practice for Health and Social Care Support Workers in Jersey \(gov.je\)](#)

## Annual Review of Registration

**At least once annually, the Commission will seek updates from you on the following:**

### Public Liability insurance

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

### Qualifications and training

Your qualifications and training will be reviewed on an annual basis with an identified Regulation Officer and will be a condition of your registration.

If you hold a professional qualification (for example if you are a nurse or a social worker) then you must ensure that you have maintained your professional registration with the Jersey Care Commission.

Irrespective of professional qualification you will be expected to have completed and then remain up to date with the following basic training as a minimum:

- First aid (updated every 3 years) \*
- Safeguarding (updated every 3 years)
- Moving and handling people (updated every 3 years) \*
- Food hygiene (updated every 3 years)
- Infection control (updated every year)

You will be required to show evidence of your training in these mandatory areas on an annual basis. This usually means providing a certificate.

\*Please note that practical skill development is required for First Aid and Moving and Handling training. Online training is not enough.

Depending on the categories of care you are providing, or wish to provide, you may be required to undertake further training. This will be discussed with you when you update the Commission on any changes to your categories of care.

### **Care receivers**

You will be asked to provide details of how many hours a week you are working and for the names and addresses of your care receivers. You will also be asked about the types of needs that you are meeting and for confirmation that the categories of care that you are registered to meet are still appropriate.

### **Statement of Purpose**

You need to keep your Statement of Purpose under review and provide the Commission with a copy within 28 days if you have made any changes. You will be required to submit a copy of your Statement of Purpose at least once every year.

Your Statement of Purpose should also be made available to any persons requesting it such as the care receiver, relatives and Healthcare Professionals on request i.e. Social Worker.

### **DBS**

You will be asked to confirm that you have an up-to-date enhanced DBS certificate and to evidence this. DBS certificates must be renewed every 3 years as a minimum and you must inform the Commission of any convictions or cautions received.

**Please note, it is a legal requirement to provide this information on request.**