

Guidance for individuals providing a home care service (Individual Care Worker)

Now that you are registered as an individual providing a home care service, 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. Your Statement of Purpose should also be made available to any persons requesting it such as the care receiver, their representatives and healthcare professionals on request.

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 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 two 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.
 - f. Pressure ulcers, grade 2 and above.
 - g. Deterioration of previously notified pressure ulcer.
5. Adult being a victim or perpetrator of a serious assault.
6. Death of Adult.
7. 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](#)

Absence

You must notify the Commission if you are absent or planning 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. If another care worker is covering for you, they must be registered with the Commission.

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](#)

Annual Review of Registration

At least once annually, you will be invited into the Commission's offices to meet with a regulation officer to complete the annual review process:

Public Liability insurance

You will need to provide evidence that you have maintained your public liability insurance.

Qualifications and training

In order to maintain your registration, you must keep your training up to date.

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 areas on an annual basis. This usually means providing a certificate.

*Please note that practical skill development (face to face training) 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 are expected to have additional knowledge in these areas and will be expected 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 provide 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 of it if you have made any changes to it. Your Statement of Purpose should be made available to any person requesting it such as the care receiver, representative and health and social care professionals.

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

Failure to provide evidence of the above information may result in your registration as an individual providing a home care service being cancelled.