



Deputy Mary Le Hegarat
Chair
Health and Social Security Panel
States Greffe
Morier House
St Helier, JE1 1DD

By Email

18th September 2020

Jersey Care Model (JCM)

Dear Deputy Le Hegarat,

I am writing in response to your letter dated 8th September asking for views on several issues related to the Covid-19 response and some wider questions regarding the proposed Care Model. I represent LV Group who currently provide over 200 nursing beds, domiciliary care services, complex need support in the community and mental health support via the Listening Lounge. I have numbered our responses to reflect the 7 questions asked in your letter.

I am writing to you directly because, and with no disrespect to the Care Federation, we, as a group, are very keen to participate as fully as possible in all and any conversations around shaping the future of the care model. We are already the largest single provider of care in the Island with plans to make further significant investment over the coming years. I personally would be happy to attend any meetings or committees where it is thought a voice from the care industry may be useful.

1. Overall, we were happy with how we were able to work with the Hospital to manage “step-down” capacity. We were obviously keen to help as much as possible and tried at all times to be open and proactive in receiving step down residents. We feel that the agreeing of a spot-rate was a sensible approach which allowed moves to happen quickly. The main issue would be around the initial reticence of the hospital to test all and any discharges to care homes for Covid 19. Whilst Care Homes had their own isolation protocols for any new residents received whilst Covid was a significant risk in the Island there was still an obvious need for testing for added peace of mind and also to allow care homes to be seen to be doing everything they could to protect existing residents as well as protecting hospital capacity and the Island’s health service as a whole.
2. No real comment to make as did not have a great deal of involvement with it

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LV CARE
GROUP

3. Nurses is by far the key area. Simply not enough and we see no short-term fix other than allowing more to come and work under licence.

Health Care Assistants are also an area of concern but one we feel can be dealt with by involving the local workforce more. We are very keen to establish apprenticeships for local school leavers. We currently offer a full suite of in-house training to develop skills competencies for all our staff. We made this online service free to all during Covid and the take-up suggests to us that there is an appetite amongst the Jersey workforce to pursue a career in Care.

4. I would say there is not a great deal of collaboration between different private Care providers in Jersey. This is perhaps understandable due to them all being in one sense "competing" with each other. During the Covid crisis there was more openness and a more collegiate response which could be built upon. Regarding our own relationships with the States commissioning teams we have found them to be generally good. There was a clear message and drive to get things done and cut through a lot of the unnecessary layers of bureaucracy which tend to slow down access to care for those that need it most. We hope this proactive approach, to a degree borne out of necessity, will become the norm and in all fairness, we have felt a real desire to keep things working in the same manner all year. Our view is that we are all on the same side with the same goals: what is best for the vulnerable person and as such the closer we can all work together the better.
5. Care at Home is clearly a key part of any future plan for managing the demographic shift. We do have concerns about the approach taken to inviting in unregulated UK companies and an inconsistent approach to regulating smaller and larger organisations. We are no longer a large provider of domiciliary care as we could not find a way to deliver the care safely, confirming to all the JCC guidelines and requirements and still make a profit. Our concern would be that if others can then compromises are being made somewhere.
6. Happy with the broad intentions of it but would need to understand more of the detail.
7. We currently provide support to several complex needs clients within Andium controlled housing. The model works reasonably well.

I hope the above will be helpful and we remain willing to participate further if and as requested.

Yours sincerely

Chris Shelton
Director

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