

**JERSEY**  
**CHESHIRE**  
**HOME**

*Supporting islanders  
with disabilities*



# ANNUAL REPORT 2022

Jersey Cheshire Home, Eric Young House, Rope Walk, St Helier, Jersey, JE2 4UU, Charity No 2

# CHAIRMAN FORWARD



## CHAIRMAN

### Jim Hopley

Jim has had a long relationship with the Home both as a carer when they provided help to his first wife and more latterly as Chair for last 10 years.

Disability in all its facets has been a large part of his campaigning since retiring from retail in 2011 but always the Cheshire Home its residents, external users and fantastic staff will have first call on his time.

2022 proved for the Home another year of continued challenge to which our whole "team" rose magnificently. There has been no letup in a continued rise in financial pressures and indeed regulatory requirements and Covid, at least for us, never completely went away. Despite this it was a year of significant progress with lots of positives shining through.

Under the more than capable leadership of Donna Abel our colleagues across the operation showed continued dedication and commitment to our prime objective of Enhancing the Lives of both our residents and a growing band of external users. Many of these individuals have unique needs and are amongst the most highly challenged physically disabled people in the island, so we continue to strive to offer them the opportunity of the best quality of life we can. The Home constantly seeks to improve our facility, upskill our staff, build partnerships with other charities and provide a lead for the disabled community generally. We like to think that in all these areas we have made solid progress in 2022.

So, what are some of the highlights and successes of the last 12 months? Well, we have modified the Home to construct two badly needed state of the art rooms and we are developing plans for more as the demand for our services continues to rise and is likely to continue to do so into the future. This is a costly exercise, but we are grateful for support already received and promised, but can always do with more. Our respite facility was heavily used during the year, and we only wish we could provide additional opportunities. To be in advance of regulatory

requirements we installed a comprehensive sprinkler system across the facility to significantly boost the safety of all residents, users and staff, again a costly action where support was gained. Lots of smaller alterations to boost the ambience of the Home were also carried out often by our own staff and volunteers.

The latter two groups are vital to our continued success, and it is pleasing to report a positive picture. We, unlike many in the Care Sector have been able to recruit and retain staff without too much difficulty. This has perhaps been assisted by the improved package we have carefully constructed for our direct employees. Also, we are immensely grateful for the sheer hard-work and dedication they all put in. It is also pleasing to report that we are securing a growing band of volunteers, supporters and external visitations by groups who add variety and interest to our longterm residents which again we appreciate.

Sponsorship, donations and fund raising is vital to enable the Home to continue with its mission and without this the future would look a little problematic. The Home receives NO direct Government support and has for some time now faced a substantial operational deficit which was made worse by Covid. Significant efforts to reduce this continues with much success but without the support of numerous sponsors, donors and many individuals who take part in a great variety of events and challenges we would be faced with some harsh choices into the future. We are in negotiations with the authorities which perhaps will prove a little more positive in 2023.

As is inevitable with our client base we lost friends and residents across the twelve months and suffered a huge blow when our long-term honorary treasurer Greg Branch passed away. He will be missed but we will continue to honour his memory with a perpetual cup awarded to the winners at our annual charity golf event along with a memorial plaque in the Home.

In conclusion as Chair, I will close by offering sincere thanks to all my colleagues on the Foundation and other support committees for their dedication, hard work and inputs over the twelve months and in most cases much longer. Also, I would be remiss if I failed once again to thank all of our staff and volunteers without whose contribution the Home could not function. I am sure with the dedication and enthusiasm we see every day we will continue to succeed into the future however challenging that might be.

Jim Hopley

MBE Honorary Chair.

## Chief Executive Officer's Reflections 2022



CEO

### Donna Abel

Donna has been supporting the Home for many years through fundraising and trekking.

Donna is passionate about Enhancing Lives and making a meaningful difference to residents and their family members.

2022 the year the world surpassed 8 billion people and Apple stock value reached \$3 trillion, Jersey Cheshire Home thrived!

This year has been described as being full of rapid and unexpected changes, globally we continue to see a shortage of health care staff, an NHS in crisis, war continues to rage, our climate continues to change with droughts, floods and heatwaves, inflation continues to rise, and the royal family continue to dominate the press.

Now that it is behind us, it's good to reflect on what we achieved together as we get stuck in to 2023. Our moto for 2022 was **"don't wish for it, work for it!"** and boy, have we worked for it!

At Jersey Cheshire Home we truly showed our resilience and ability to adapt to challenges. Our colleagues are the pillars of our 3rd sector organisation, and none of our achievements would be possible without them. I am extremely proud of the compassion, dedication, hard work and commitment each colleague at Jersey Cheshire Home delivered consistently throughout the year.

What a memorable year 2022 was, a year that had it all, a year of many achievements, sadly the loss of loved ones, growth and fulfilment of our purpose of Enhancing Lives for our disabled residents. **We focused our energy on delivering high quality specialist care and creating opportunities. We physically built and occupied two additional bedrooms, introduced a fire sprinkler system, and created a stunning mural of Rope Walk.**

We implemented year one of our strategic plan, retained and retrained colleagues, introduced an enhanced colleague benefit package and attracted new quality volunteers. We rebranded and developed a new website, introduced a new care and HR IT system (Fusion) and secured

a new community center to be opened in September 2023. We received a great care audit result and continued to reduce our operational deficit.

We were overwhelmed by the level of public support we received. We had 21 trekkers walk the Balkans for those who can't, we were the main charity for the first ever Gran Fondo in Jersey, we hosted a Golf Day sponsored by Hawk Lending Group, celebrated at every opportunity we could, and we were supported by 21 local businesses throughout the year.

**For many outside of care, the pandemic was over, and they freely moved into post-pandemic recovery. For us it never went away, we learnt to live with it and its cousin the new variant "Omicron". We continued to undergo PCR testing, wear masks, and conduct lateral flow testing.**

In April we were able to reopen our therapies services to the public and the team have worked really hard to successfully remove the fear caused by COVID and rebuild a loyal group of external users. Our respite room was successfully used to support six families throughout the year. We have been working with the Government to try and have our services commissioned by them in line with the Islands Care Model but have been unsuccessful and the Care Model has been withdrawn. We continue to operate our Charity with no Government Funding.

2023 is our 40<sup>th</sup> year of supporting our Islands disabled community, **we only have this year once and we will work hard to make it count.** Hope will never be silent, and our focus remains on Enhancing Lives and delivering excellent high-quality care.

Despite the challenges we faced at Jersey Cheshire Home, I am sure you will agree that we have continued to maintain a vibrant, homely, and warm atmosphere, it is a hive of activity and a friendly and welcoming place to live and work. On a personal note, I was delighted to have won IoD Director of the Year for the third sector. This is great recognition for myself, the whole team and the Home.

**A special thank you to Greg Branch. Greg who held the role of Treasurer on the Foundation Committee for many years, sadly passed away in 2022. He is greatly missed. We have dedicated the two new rooms in Greg's honor.**

I would also like to thank the Foundation Committee and my colleagues for all their hard work, commitment and for the genuine interest they show in caring for our residents. They are simply amazing individuals, and I am so very proud to be part of this team.



Donna Abel  
Chief Executive Officer

**We are here to provide a Home from Home  
and to support Islanders with Disabilities.**



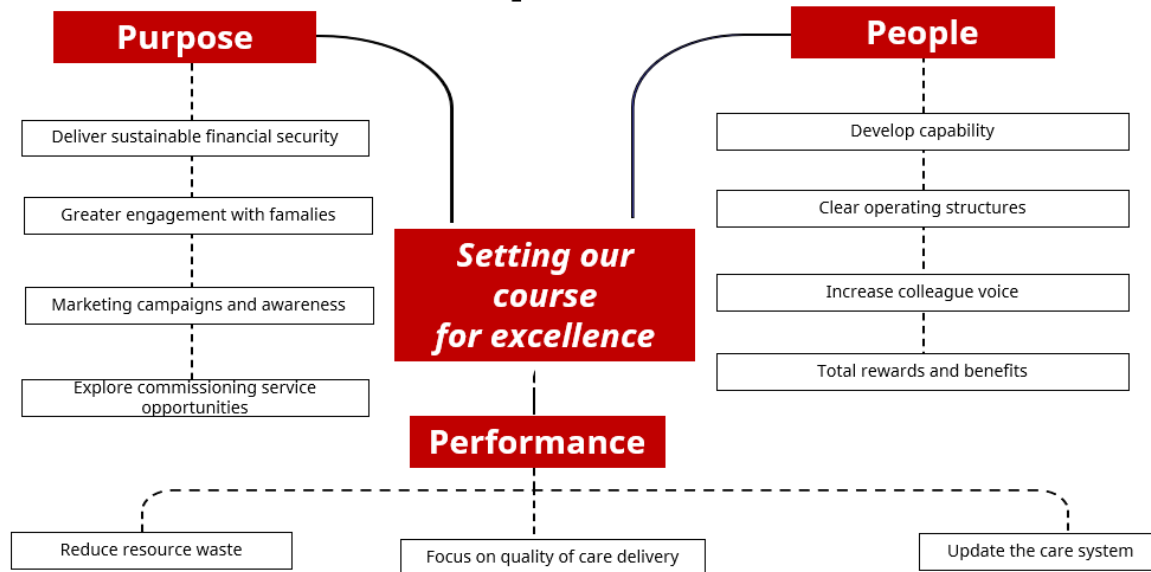
**Key Statistics 2022:**

Residents	Colleagues	Income	Expenditure	Donations	Personnel	Net Loss
30	68	£2,417,339	£3,085,181	£622,059	£2,544,890	£(537,629)

## Strategic Highlights

### Strategic implementation

## Implementation-Year 1 2022



### Purpose:

We have worked hard to deliver financial security during 2022 and are very pleased with the progress we have made, with the operating deficit deducting and our income increasing year on year. We have held family meetings and consulted a family opinion survey - some results below. We were delighted to welcome the resident's family members into the Home for a Christmas Party. We have delivered marketing campaigns and raised our profile with both traditional and social media marketing campaigns. We have also explored commissioning opportunities with the Government but have been unsuccessful to date.



## Example of Marketing Campaigns 2022



### Can you help us to make a difference this Christmas?

Can you help us to make a difference this Christmas?

16 December 2022

### Jersey Cheshire Home CEO wins prestigious IoD award

The team at Jersey Cheshire Home is proud to announce that their CEO has scooped a prestigious IoD award.

25 November 2022



### Annual Charity Golf Day 2022

The sun was shining, and some great golf was played last Friday at our annual golf day which had been postponed since 2020.

20 May 2022

### Jersey Cheshire Home Christmas Raffle Results 2022

16 December 2022



### Dress in red to support Jersey Cheshire Home

Jersey Cheshire Home is inviting islanders to dig out their bright ruby, scarlets, crimsons, pillar-box reds and any other shade of red they have in their wardrobes to help support islanders with disabilities this December.

30 September 2022

### Jersey Cheshire Home shortlisted for two CIPD awards

Jersey Cheshire Home has been shortlisted for both Best Health, Wellbeing and Mental Fitness Initiative and also for Outstanding Employee Engagement Initiative during the Covid-19 pandemic in the CIPD Jersey Branch Awards 2022.

9 June 2022

### Jersey Cheshire Home serves up tea and cake at Reg's Garden

The team at Jersey Cheshire Home have found the perfect setting to serve up some teatime treats – all in aid of a good cause of course.

30 August 2022



## People:



## Performance:

In 2022 we recognised the need to create new revenue streams and despite COVID-19 we created and implemented a business case to develop new sources of revenue through development of bedrooms and respite care this was supported by the Foundation Committee.

We sourced and implemented a new care system and reviews our colleague total reward packages including development opportunities to ensure we continue to attract and retain high quality colleagues who were the best cultural fit of our residents.

We completed a business improvement program focusing on productivity and reduced our operation waste.

## Key Statistics

Residents	Colleagues	Income	Expenditure	Donations	Personnel	Net Loss
30	68	£2,417,339	£3,085,181	£622,059	£2,544,890	£(537,629)

## Quality of Care

In 2022 our unannounced inspection by the Jersey Care Commission took place on the 13,14 and 20<sup>th</sup> of April. The aim of Jersey Cheshire Home as described in the Statement of Purpose is 'to provide residential accommodation or help for the care, general well-being and, where possible, rehabilitation of residents who are physically disabled or who, as a result of physical injury or illness, are in need of rehabilitation or are in necessitous circumstances'.

### Summary of inspection:

The home is well managed by health professionals who have relevant experience and qualifications; which results in strong leadership and a good level of clinical oversight to monitor the standards of care. There was evidence during this inspection that the home is operating in line with its conditions of registration and in accordance with the Statement of Purpose.

The home has demonstrated a commitment to improving standards to benefit care receivers, this included for example the creation of a sensory room and the appointment of an Occupational Therapist (OT) since the last inspection.

New staff are recruited safely and go through a detailed induction programme and are provided with relevant training thereafter which is informed by regulatory requirements. Relevant neurological training is now also provided for all staff which has helped to aid staff understanding and knowledge of certain health conditions.

Care receivers' dependencies, care and support needs vary widely. Due to the range of neurological conditions and level of disability, there are some care receivers who require a comprehensive level of nursing care to be provided. The staffing levels are higher on weekdays in comparison to the weekends and this should be further reviewed, on the basis that care receivers' needs do not change to ensure that care and opportunities for social outings are not compromised as a result.

Care receivers spoke positively of their experiences of the home, were complimentary of the staff and described them as kind and attentive. They described that they were supported in a way that was respectful of their wishes and choices. Family members also described general contentment with the standards of care provided, although highlighted the continued visiting restrictions in place were impacting negatively upon their quality of life.

**Care receivers described that their well-being is promoted and supported in a way that respects their individual identities and preferences.**



## Stabilisation

As a charity, our turnover is generated by our resident's income, services provided to disabled external users (therapies) and fundraising activities. Over the past three years we increased turnover by 25%. This increase is due to putting in place a strategy to raise awareness of the home which has created a waiting list for places (beds), helping improve room occupancy and has assisted in our fundraising activities (even during a pandemic).

The pandemic saw us suspend services to external users meaning we have had to be more proactive and creative in generating income.

We recognised a gap in the provision of respite, day care and specialist nursing beds and created new chargeable services and rooms to fulfil this demand. Virtual fundraising through a new website was introduced.

While fundraising income is not guaranteed, we have placed greater strategic effort on increasing this year on year, to enable us to fund additional development and reduce or operating deficit. Jersey Cheshire Home has a strong balance sheet owing to the Investment portfolio, though a monthly drawdown is required to cover ongoing operational losses. The donation of £333,000 for 2022 will assist us in reducing our operational deficit.

The income the home receives from the long-term care scheme is insufficient for us to meet the growing complex care requirements of our residents and without changes to this scheme we will always be very reliant on fundraising activity.

## Financial Highlights

Our income in 2022 was increased by 12% this was helped by the additional two rooms, increased respite usage and the on-off opening of the Gym and Pool to external users, this was due to Covid restrictions. Our income surpassed the budget and reached £3,311,990 (including fundraising) our operational income from the care services we provide reached £2,417,339 this is up £268,293 on 2021.

The operational deficit continues to reduce, standing at £565,641 at the end of the year against a budget of £762,675.

All expenses are very well controlled, the biggest expense remains our wage bill which was £2,544,890 and came in below budget. We have reduced the net loss by 33% over the past two years.

## Operating Highlights

As we reflect on 2022, we can be very proud that throughout this tumultuous year, our colleagues and residents have persevered and risen to the challenge of supporting and caring for each other. The emotional roller coaster associated with the pandemic, lockdowns, virus testing, vaccine mandates, remote working, and re-openings only to be set back by the Omicron variant challenged us all. We still have strict visiting rules and Covid19 guidelines in place as we follow the Government Covid step-down plan. It is important that we continue to keep everyone safe.

We introduced the fire sprinkler systems which had to be retro fitted to our aging building. This was partly funded, and the remaining cost taken from our reserves. We continue to rely heavily on our reserves to meet the Homes operating costs.

To assist with our income and to support Islanders in need of our services, we built two new rooms and refurbished our respite room which was very successful in 2022. We received many generous donations totaling £622,059, which has helped to fund projects and continue to enhance lives.

**“What a fantastic place to stimulate the senses and relax, it is enhancing lives!”**

## OUR CARE

We believe and can prove that we are enhancing the quality of lives of our disabled residents and our external users and that this is reducing the overall pressure on the economic wellbeing of the Island's economy. We also believe that we are providing a comprehensive, quality, specialist Neurological Health Care service at Jersey Cheshire Home.

We are unlike other Nursing Homes. At Jersey Cheshire Home we provide both slow stream rehabilitation and more intensive task orientated therapy. This supports our residents and external users' to maintain their levels of functioning for as long as possible and provide improvements wherever possible.

We are actively promoting and maintaining health, preventing as well as managing disease, premature death, and achieving equality for the most vulnerable disabled Islander's. We offer 24/7 nursing care for individuals who have debilitating physical disabilities that mean they can

no longer live in their own home. Jersey Cheshire Home is the only residential facility on the island, caring solely for adults with disabilities from 18 years old.



Currently we have 30 rooms and a respite room, we have plans to increase to 33 rooms during 2023/24 to help meet the demand.

At Jersey Cheshire Home we provide personalised therapeutic programs assessed by our Physiotherapist and based on the clinical needs and goals of each resident. Occupational Therapy is driven by the goals and needs of the resident. Our residents follow planned exercise therapy programs which have been assessed by our Physiotherapist, our Occupational Therapist and our Therapies Manager.

The majority of physiotherapy takes place in our gym utilising specialist equipment. We provide both slow stream rehabilitation and more intensive task orientated therapy. This supports residents to maintain their levels of functioning for as long as possible and provide improvements wherever possible.

## Comments from care receivers and their representatives on their experiences:



Visit by the Lieutenant Governor Sir Stephen Dalton May 2022

- “It’s not bad at all, the staff are a good bunch and they’re very hard working and they help me. I’ve never had Thai food before, but it was marvellous today and we had a great party. I’ve got my call bell, but they always check on you. I go out every week and the staff make sure I’m dressed to go out and I love the pool too.”
- “It’s a really good home, there’s lots going on. There’s always laughter and dancing and the food is very good. The nurses are lovely”
- “It’s lovely and I love my room and I see lots going on. The girls are really nice, they help you a lot. I’m very happy here and I know it’s my home”.

- “It’s a really good place, not bad at all and I’ve got no worries. The food is very good and it’s very tasty. Sometimes it’s a bit noisy in the dining room and I don’t like it. The staff are gems they are great, nothing is a problem.”
- “It’s great I’ve got no problems at all; we have a good laugh, and you chat with the staff. I’m quite happy here; I can do what I want.”
- “The care is really good and it’s a good home, everyone is really nice and caring and I feel like I’m getting stronger and improving each day. My pressure sore [that I was admitted with] is healing well and the food is lovely. I have lots of privacy here, I can just shut my door and lie in peace and quiet”.

Some of the relatives’ comments included: “It’s hard to find perfect, but I’d say 95% and Cheshire is our lifeline and I see good leadership from the staff”.

## OUR PEOPLE

Our recruitment and retention rates go against the trends that others report in the care sector. As a result of natural attrition, internal promotions, and a focus to put people at the heart of what we do, in 2022, we added the following positions to our team. We continue to have a wealth of experience across all departments. Our average colleague's length of service is 6 years.



### HR:

Number of Colleagues:	68 plus 9 bank	
Number of years' experience	367 years	
Milestone Lengths of Service	1 Colleague	25+ years
	3 Colleagues	20+ years
	12 Colleagues	10+ years

## STUDENT EXPERIENCE and VOLUNTEERS

We continued to provide placement opportunities for young adults are invaluable as they navigate the world of work and gain experience in the care sector, putting their studies into practice. During 2022, we continue to harness these important relationships with a number of education settings across the island.

Our volunteers and work-placement students were able to give their time and resources to those in our care. This allowed residents dedicated one-on-one time, taking part in activities that they thoroughly enjoyed and in turn supported their rehabilitation. In addition to this, despite being a charity, we wish to give back to the Jersey community for the greater good of the Island.

With a large multi-cultural workforce and two colleagues with diagnosed disabilities, Jersey Cheshire Home values diversity and inclusion. This will continue to be a focus to ensure we have a wide range of opinions, perspectives and colleagues which are representative of the wider Jersey community.

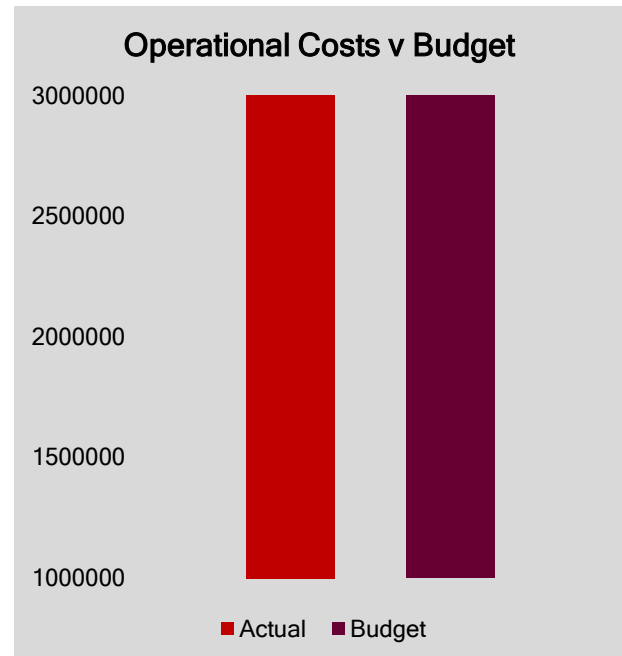
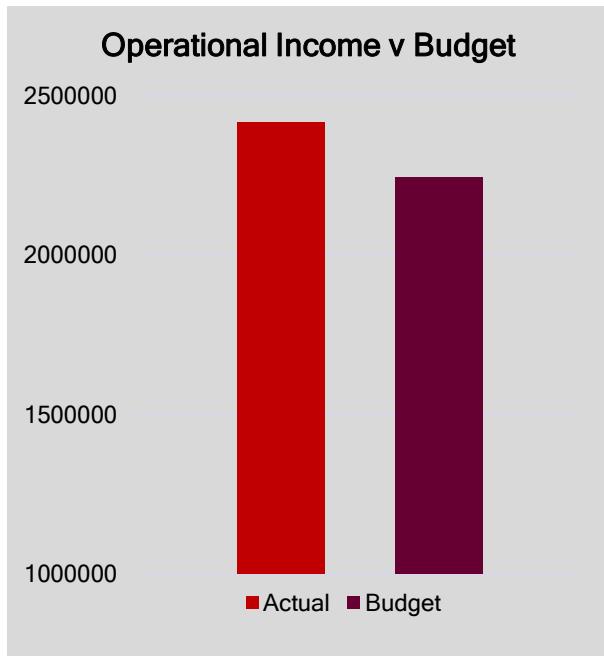


## Residential and employment statuses licences

Licensed	Entitled to work	Registered
4	6	6

# FINANCIAL SUMMARY

The year 2022 presented several challenges to the home due to the prevailing economic situation caused by Brexit, the Covid-19 pandemic and the ongoing war in Ukraine. Despite our best efforts, which saw our income surpassing the budget, it was not sufficient to meet our running costs, where rising inflation reached 12.7% during the year. To meet the operational shortfall £1.8m was liquidated from our investment portfolio.



The uncertain economic environment created a challenging fundraising landscape making it harder to attract financial support. These challenges were further compounded by the cost of living crisis which has seen both resources and attention drawn away from charitable causes.

Despite this, we received many generous donations totaling £622,059 (2021: £494,347) to assist the running cost and complete various projects.



# FINANCIAL STATEMENTS

## Statement of Financial Position

### Statement of Financial Position

As at 31 December 2022

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
<b>Fixed Assets</b>							
Tangible fixed assets	4	3,139,409	-	3,139,409	2,894,434	-	2,894,434
Investments	5	3,066,280	-	3,066,280	3,683,826	-	3,683,826
		<b>6,205,689</b>	<b>-</b>	<b>6,205,689</b>	<b>6,578,260</b>	<b>-</b>	<b>6,578,260</b>
<b>Current Assets</b>							
Investments	5	180,000	-	180,000	360,000	-	360,000
Debtors	6	159,255	-	159,255	179,692	-	179,692
Short term deposits	7	523,226	88,975	612,201	188,593	286,813	475,406
Cash at bank and in hand	7	156,215	-	156,215	216,091	-	216,091
		<b>1,018,696</b>	<b>88,975</b>	<b>1,107,671</b>	<b>944,376</b>	<b>286,813</b>	<b>1,231,189</b>
<b>Creditors: amounts falling due within one year</b>	8	530,934	-	530,934	483,947	-	483,947
<b>Net current Assets</b>		<b>487,762</b>	<b>88,975</b>	<b>576,737</b>	<b>460,429</b>	<b>286,813</b>	<b>747,242</b>
<b>Creditors: amounts falling after one year</b>	9	12,990	-	12,990	18,437	-	18,437
<b>Net Assets</b>	10	<b>6,680,461</b>	<b>88,975</b>	<b>6,769,436</b>	<b>7,020,252</b>	<b>286,813</b>	<b>7,307,065</b>
<b>Restricted Funds</b>							
Restricted Funds	11	-	88,975	88,975	-	286,813	286,813
<b>Unrestricted Funds</b>							
General fund	11	6,680,461	-	6,680,461	7,020,252	-	7,020,252
<b>Net Funds</b>	11	<b>6,680,461</b>	<b>88,975</b>	<b>6,769,436</b>	<b>7,020,252</b>	<b>286,813</b>	<b>7,307,065</b>

## Profit and loss Account (Unaudited)

### Statement of Financial Activities

For the year ended 31 December 2022

	Notes	2022			2021		
		Unrestricted Funds	Restricted Funds	Total funds	Unrestricted Funds	Restricted Funds	Total funds
		£	£	£	£	£	£
<b>Income and endowments</b>	2						
Donations and legacies	2a	457,974	164,085	<b>622,059</b>	64,288	430,059	<b>494,347</b>
JCH Membership	2b	220	-	<b>220</b>	235	-	<b>235</b>
Activities for generating funds	2c	57,313	-	<b>57,313</b>	21,427	1,244	<b>22,671</b>
Income from investments	2d	215,059	-	<b>215,059</b>	65,510	-	<b>65,510</b>
Income from charitable activities	2e	2,417,339	-	<b>2,417,339</b>	2,149,046	-	<b>2,149,046</b>
<b>Total incoming and endowments</b>		<b>3,147,905</b>	<b>164,085</b>	<b>3,311,990</b>	<b>2,300,506</b>	<b>431,303</b>	<b>2,731,809</b>
<b>Expenditure</b>							
Raising funds	3a	77,966	-	<b>77,966</b>	37,401	-	<b>37,401</b>
Charitable activities	3b	3,025,043	60,138	<b>3,085,181</b>	2,878,022	36,871	<b>2,914,893</b>
<b>Total expenditure</b>		<b>3,103,009</b>	<b>60,138</b>	<b>3,163,147</b>	<b>2,915,423</b>	<b>36,871</b>	<b>2,952,294</b>
Net (loss)/gains on revaluation and disposal of investments	5	( 686,472)	-	<b>( 686,472)</b>	270,823	-	<b>270,823</b>
Allowance for doubtful debt	6	-	-	<b>-</b>	-	-	<b>-</b>
Transfers between funds	11	301,785	( 301,785)	<b>-</b>	152,061	( 152,061)	<b>-</b>
<b>Net movement in funds</b>		<b>( 339,791)</b>	<b>( 197,838)</b>	<b>( 537,629)</b>	<b>( 192,033)</b>	<b>242,371</b>	<b>50,338</b>
Funds brought forward at 1 January		7,020,252	286,813	<b>7,307,065</b>	7,212,285	44,442	<b>7,256,727</b>
Funds carried forward at 31 December	11	6,680,461	88,975	<b>6,769,436</b>	7,020,252	286,813	<b>7,307,065</b>



# RISK AND COMPLIANCE

## Regulating Body

Under the Regulation of Care (Jersey) Law 2014, all providers of care homes, home care and adult day care services must be registered with the Jersey Care Commission ('the Commission').

## Care Quality

Inspection Report by Jersey Care Commission Audit April 2022 ([IR-Jersey-Cheshire-Home-16022021.pdf \(carecommission.je\)](#)). The inspection was carried out in accordance with Regulation 32 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.



### **Please see some extracts below from the care inspection report 2022:**

Since the last inspection was completed, a sensory room has been created which provides equipment including bubble columns, fibre optic bundles, a wall projector and an aromatherapy oil diffuser. Staff reported that the room has been of significant benefit to some care receivers and their families to relax and enjoy and has been a positive development.

Care receivers are provided with opportunities to engage in social activities of interest to them and to retain or regain their independence. During the inspection visits, care receivers were observed doing different things in the communal areas, their bedrooms, sitting in the gardens and others were out in the community. A screening process remains in place in respect of Covid-19 which includes booking visits before coming into the home and dedicating the communal areas for people to spend time.

The Regulation Officer spoke with several staff who have various roles within the home in order to find out how they plan, deliver and monitor care and support that is provided to care receivers. It was evident that the staff team had a detailed working knowledge of care receivers' needs, their preferences and their past lifestyles and interests.

The staff team described various approaches to care depending upon care receiver abilities which ranged from providing full assistance to encouraging and supporting independence where possible. A review of a sample of care receivers' care records showed a diverse range of needs which included for example supporting mild physical disability to complete dependence upon care staff due to physical immobility, sensory problems, cognitive function, communication and other activities of daily living. This was also highlighted from an analysis of care needs which was provided by the Clinical Lead.

Examples of interventions including, but not limited to, support with sensory stimulation, communication, nutrition and hydration, mobility, continence and medication administration. Some care receivers also have intermittent and unpredictable conditions that require frequent monitoring and review in order to prevent complications. The care records were developed based on assessed needs and outlined support required in areas such as personal care, daily routine, nutrition, moving and handling, incontinence, activities, personal relationships, and promotion of self-care.

The home has regular support from external health professionals, including medical specialist and therapeutic services. One care receiver was observed to be having a foot massage during the inspection and one family member commented that their relative had benefitted from, and enjoyed, reflexology treatments. One health and social care professional who visits the home regularly commented that they always find "a very caring atmosphere, with clients' needs and wishes listened to. The staff are caring and compassionate". One family member also commented that the appointment of an OT had been an added strength to the team.

Palliative care services are made available when necessary and end of life wishes discussed and recorded as part of the care planning process as appropriate.

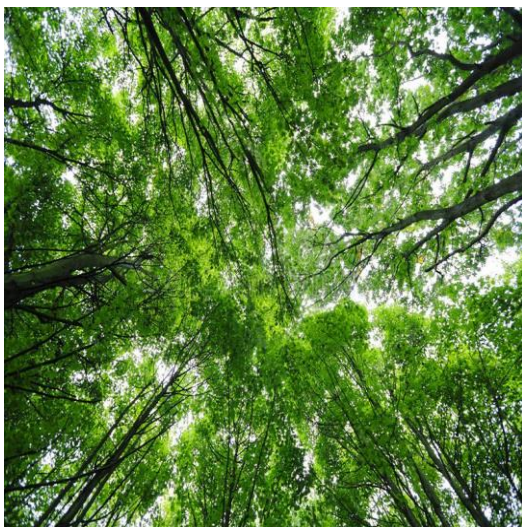
The Regulation Officer spoke with care receivers and family members to gain their views and experiences of the home. In summary, care receivers described that their well-being is promoted and supported in a way that respects their individual identities and preferences. They said that they have opportunities to make choices and decisions in their lives and activities that they pursue. They described that they have built professional, trusting relationships with the staff team.

## Risk Register

A detailed risk register has been produced, this looks at the risk impact and mitigation actions and each risk has been aligned to the twelve Care Commission standards. The risks have been broken down into five different areas, Strategic, Operational, Financial, Compliance and Reputational. Top Three Highest Risk:

Risk Description	Mitigation	Rating
Future Demand for Service Cost to Operate and Competitive Risk.	<p>Jersey Cheshire Home operates within a specific service user demographic, service development is affected by need, noting that competition is continually growing in the Island.</p> <p>Cost analysis of the market ensures we remain a core service provider in residential and nursing care for people with Disabilities.</p> <p>Partnership working with relevant government departments and other charities who support those with disability is vital to ensure we continually learn and adapt our service to meet demand.</p> <p>There is a plan to extend service provisions to include domiciliary care in order to retain service users' levels and serve an area in the market that is not facilitated for currently.</p>	16
Continued increasing costs	Increasing inflation is causing greater pressures on our operating costs. If this was to continue we would need to dip further into our reserves.	16
Corporate Governance Risk	Jersey Cheshire Home requires clear and structured reporting mechanisms to both the CEO and Foundation Committee to work within and use the guidelines of the UK Corporate Governance Code as best practice. There is no Governance Officer in the Home, the CEO is supported by the committee members with this risk reduction, additional training will be sought for the committee.	12

## Environmental Stability



We continue to remain committed to supporting the Islands carbon neutral strategy by 2030.

During 2022 the environment benefits were over 17,225kg in CO2 emission saved and 1,042 equivalent trees planted.

We also remain a member of Jersey Eco Active.





# THANK YOU FOR YOUR SUPPORT 2022



Trek Balkans 2022 raised £35,000.

**If you would like to donate and support our work**

Natwest account name: Jersey Cheshire Home

Sort code: 60-12-03

Account no: 83325506







