

Jersey Ethical Care Charter: Consultation

We would like your views on what should be included in the proposed Jersey Ethical Care Charter covering care provided in people's homes (homecare).

This consultation is particularly aimed at people, and their families, who use homecare services, as well as those who provide the services: employers, businesses, and workers. However members of the public and representative bodies are welcome to participate.

The survey, which is anonymous and should take no more than ten minutes to complete, seeks your views on possible items that could be included in the charter, and invites you to comment more generally if you wish.

- All responses will be treated in confidence.
- The deadline is Friday 23 March.

How to respond to the consultation

You can:

- Complete the consultation online at www.gov.je/consultations
- Complete this hard copy and post it to

Mark Richardson
Health and Social Services
4th Floor Peter Crill House
Gloucester Street
St Helier
JE1 3QS

Email m.richardson2@health.gov.je

- Request a hard copy by emailing Alex Mallinson at a.mallinson@health.gov.je or calling 440250



The Jersey Ethical Care Charter: Background

In July 2017, the States Assembly agreed in principle that the Island should adopt a Jersey Ethical Care Charter in respect of care provided in people's homes.

The Assembly also agreed that key stakeholders, including homecare users and providers, would be consulted on its contents, which is the purpose of this survey.

The proposition included suggestions of items that could be included in a Jersey Ethical Care Charter. They are listed in this survey and you are asked to give your view on whether they are appropriate for inclusion. There may be other items that you would like to see in the charter, and you are encouraged to suggest them.

In 2018 the Regulation of Care (Jersey) Law 2014 will come into effect, establishing an independent Jersey Care Commission that will be responsible for inspecting health and social care services and for enforcing care standards. The proposed Jersey Ethical Care Charter will complement the law by providing an opportunity to publicise the standards of care people can expect from their home care provider.

Are you responding:

- as a manager or owner of a homecare provider
- as an employee of a homecare provider
- as a client who receives homecare services
- on behalf of a client receiving homecare services
- on behalf of another organization (please specify)
- as an individual (not listed above).

Possible terms of a Jersey Ethical Care Charter

Please indicate the extent to which you agree or disagree that each item should be included in a Jersey Ethical Care Charter. Please comment if you wish to explain, expand or clarify your answer.

1: The starting point for arranging care will be based on client need, and not minutes or tasks. Workers will have the freedom to provide appropriate care, and will be given time to talk to their clients.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

Comments:

2: The time allocated to visits will match the needs of the clients. In general, 15-minute visits will not be used, as they undermine the dignity of the clients.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:



Please indicate the extent to which you agree or disagree that each item should be included in a Jersey Ethical Care Charter. Please comment if you wish to explain, expand or clarify your answer.

3: Homecare workers will be paid for their travel time, their travel costs, and other necessary expenses such as mobile phones.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

4: Visits will be scheduled so that homecare providers are not forced to rush their time with clients or leave their clients early to get to the next one on time.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

Please indicate the extent to which you agree or disagree that each item should be included in a Jersey Ethical Care Charter. Please comment if you wish to explain, expand or clarify your answer.

5: All homecare workers will be covered by an occupational sick pay scheme to ensure that staff do not feel pressurised to work when they are ill, in order to protect the welfare of their vulnerable clients.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

Comments:

6: Clients will be allocated the same homecare worker(s) wherever possible.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:



Please indicate the extent to which you agree or disagree that each item should be included in a Jersey Ethical Care Charter. Please comment if you wish to explain, expand or clarify your answer.

7: Zero-hour contracts will not be routinely used in place of permanent contracts. Holiday pay will not be rolled up in hourly rates.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

8: Providers will have a clear and accountable procedure for following up staff concerns about their clients' wellbeing.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

Please indicate the extent to which you agree or disagree that each item should be included in a Jersey Ethical Care Charter. Please comment if you wish to explain, expand or clarify your answer.

9: All homecare workers will be regularly trained to the necessary standard to provide a good service (at no cost to themselves, and in work time).

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

10: Homecare workers will be given the opportunity to regularly meet co-workers to share best practice and limit their isolation.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:



Please indicate the extent to which you agree or disagree that each item should be included in a Jersey Ethical Care Charter. Please comment if you wish to explain, expand or clarify your answer.

11: All homecare workers will be paid at least the Jersey Living Wage (if and when the Jersey Living Wage is adopted by the States).

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

12: All providers of domiciliary care [homecare] should be required to sign up to the Charter.

- Strongly agree
- Agree
- Don't Know
- Disagree
- Strongly disagree

Comments:

What other items, if any, do you think should be included in the Jersey Ethical Care Charter:

Do you have any other comments on the proposed Jersey Ethical Care Charter?

Thank you for completing this consultation. It should be sent to Mark Richardson, Health and Social Services, 4th Floor Peter Crill House, Gloucester Street, JE1 3QS by Friday 23 March