



Family Nursing
& Home Care

Start well, live well, age well

2021 Impact Report





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Who We Are



**Family Nursing
& Home Care**

Family Nursing & Home Care is a Jersey charity. We raise money through donations, fundraising activities and legacies and we are contracted by the Government of Jersey for the provision of services. Our ethos is to help islanders start well, live well and age well.

We provide expert prenatal and parental care and we support children, young people, families and the members of our community who need healthcare or support in their homes. Our Services range from the Baby Steps programme, Community Children Nursing, School Nursing, District Nursing, Health Visiting, Home Care, Rapid Response and Reablement, Palliative Care and end of life care.

Kindness is a priority: to our patients, clients, partners and each other. Our nurses and colleagues work with islanders to understand their needs, applying our expertise to deliver the best possible care with dignity at the core of our service. We have the courage to do things differently and strive to provide innovation and new levels of care to the community.

Our carers have earned the trust of our community and with over 100 years of experience in providing care across Jersey, we know what we are talking about. When you need us, we will be there.

**FNHC provided
care to 34,000
islanders in 2021**



Meet the Chair & CEO

“ The nurses are amazing and always on hand if I need them, nothing is too much bother for them. My care has been absolutely brilliant with my well being always being the most important to them. ”



Chair of Trustees

Jersey born Phil Romeril qualified as a pharmacist in 1987, studying at Aston University in Birmingham in the UK. He purchased his first pharmacy business – F G De Faye's Chemist Limited – in 1991 and expanded the business to include 8 pharmacies operating in both Jersey and Guernsey in the Channel Islands.

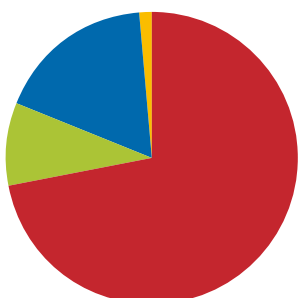
From 2016, Phil established a new business – Homecall Limited – to develop and deliver the Call & Check service both in Jersey and internationally.



Chief Executive Officer

Rosemarie Finley, B.A. (Hons), M.S.c, has a track record of leading change through engaging colleagues and stakeholders. She has more than thirty years in the healthcare sector with extensive experience in improving outcomes in the Third Sector, Acute and Community Care and Media and Communications. Rosemarie is an innovative and engaging leader having worked in UK and European healthcare services, clinical education and research and patient support services.

Over 100 years of experience providing community care to islanders



Supported by the Team

FNHC has a skilled **Board of Trustees** with varied professional backgrounds and an excellent senior leadership team and clinical operation leaders' supports our chair and CEO.

- 126 ● Adult Nursing, Child And Family Services
- 16 ● Home Care Services
- 31 ● Executive Office, Governance and Other Operational Support
- 2 ● Fundraising



Mission, Vision & Values

FNHC is a close-knit organisation with 175 team members. It has a truly friendly and supportive culture, which is strongly embedded within our mission, vision, values and success indicators.

Mission

Is to ensure the best community health care possible is provided to each Islander to support them to start well, live well and age well.

Vision

- to be the Islands' leading nursing and care service in the community
- provide services that allow individuals to be cared for and remain at home
- our care will be compassionate and excellent to enable islanders to live their life as fully as possible
- develop and improve ourselves to ensure individuals receive the best care for their needs

Values

- to show kindness
- to be courageous
- to care
- to be compassionate
- to be committed
- to always provide the best possible care



Strategic Priorities

Below are the strategic priorities the charity is working towards, which ensure we continue to provide and develop the expert care in the community that all the Islanders of Jersey deserve.

To take a leading role in providing Jerseys' community health care

We will ensure that FNHC colleagues are expert community health practitioners

We will provide best quality care & outcomes for all

We will provide value for money

We will be responsive and deliver care in line with islanders' needs

To provide clinical safety and excellence

We will ensure a high quality of care, using research, development & innovation alongside a supportive workforce culture to support clinical safety and excellence

We will embed a culture of safety and openness

We will work with competency frameworks, offering regular time for learning

We will provide strong clinical leadership

To deliver a positive patient experience

We will ensure that all our patients / clients will be treated with dignity and respect

We will actively request islanders' feedback on our services and adjust services accordingly

We will investigate any complaints and learn from any lessons that will improve services

We will deliver services in line with our FNHC values

To grow a sustainable & skilled workforce

We will successfully recruit and retain an expert workforce

We will value, listen and respond to colleagues

We will provide clinical and safeguarding supervision that is underpinned by best practice

We will work to a competency and skills based framework

We will promote equality and support diversity in the workplace

We will provide expert leadership

To enhance collaboration & partnership

We will develop new partnerships with key stakeholders

We will proactively support smaller charities

We will increase our income generation capability to support our services

To deliver services that achieve consistently good outcomes

We will grow the breadth and depth of our community health services to serve the needs of islanders

We will support islanders to live at home for as long as possible and live independently

We will support islanders to keep them safe and lead healthy lives

We will promote health and well being via health education

We will utilise innovations and technology to improve the effectiveness and efficiency of our services

2021 Care in Community

Adult Services

District Nursing

FNHC District Nurses provide expert care to patients over the age of 18 in individual homes, residences and clinical settings. District Nurses support islanders to help them avoid the onset and reduce the impact of illness. They work with people to try to limit disability or incapacity and shorten the duration of illnesses. They also support the management of long-term conditions and have deep extensive expertise in palliative and end of life care. They have the courage to do things differently and strive to provide innovation and improved levels of care to the community.

District nursing team managed 4,657 referrals in 2021

District nursing team are supported by specialist nurses and trained senior healthcare assistants. They work together across the island with patients to understand their needs, developing individualised care plans whilst applying their expertise to deliver the best possible care with dignity at the core of our service. Care plans are regularly reviewed and updated according to individual needs.

FNHC have significant expertise in palliative care. We ensure patients of all ages with advanced, progressive and life-threatening illnesses receive expert needs-based care, delivered with compassion. We also provide end of life care for patients, within their home.

District Nursing visits 2021

Patients visited 2,568

Hours of visits 17,552

Number of visits 44,168



“ Thank you so much for helping to care for my dear Father over his last few days. We were helped enormously by your kindness, calm and expertise which allowed him to stay at home so that we could all be with him. ”

Home Care

During 2021, FNHC were delighted to welcome our new Home Care Manager, Teri O'Connor. She completed a full review of our Home Care service, looking at the provision of this service on a needs basis with a focus on improved communication to clients. To ensure the service is sustainable, a pricing increase was implemented in July 2021 as it had been five years since the pricing had been adjusted. A clear progression plan was developed for our carers ensuring development opportunities for all. FNHC has been recruiting into these services to enable us to reach more Islanders and we have also supported the Government of Jersey's Help at Home scheme focused on recruiting into the sector.



“ Thank you so much for the wonderful care you have given over the past few years especially for all of the extra support during the last few weeks. ”

“ The nurses are amazing and always on hand if I need them, nothing is too much bother for them. My care has been absolutely brilliant with my well being always been the most important to them. ”

Rapid Response and Reablement

The FNHC Rapid Response and Reablement service provides nursing and therapist support within a community setting; in the islander's home, place of residence or clinical setting. This service is available to any individual with a clinical or social need that the team can support with a short-term intervention. This intervention would typically last from 72 hours to a maximum of six weeks. The aim of the services is to avoid a hospital admission, support, facilitate hospital discharges, care transfers into the community, and avoid premature long-term admission to care homes.

RRR Team supported over 1,000 islanders in 2021

“ I wouldn't have managed if it had not been for the reablement team following my recent operation. I can't thank you enough for all the help, support and reassurance that helped me to cope and become independent again... ”

“ I have been supported by Rapid Response on a number of occasions which has saved me from being admitted to hospital when my long term condition plays up. Without exception every nurse and carer is highly trained, caring with an amazing knowledge of my condition... ”



Child & Family

FNHC provide expert care to children, young people and families in the Jersey community who need healthcare or support in their homes. Our services range from the Baby Steps Programme, Maternal Early Childhood Sustained Home Visiting service (MECSH), Health Visitors, School Nurses, Children's Community Nurses and services for 'Children Looked After'. Our nurses have expertise in the provision of care in all of these areas.

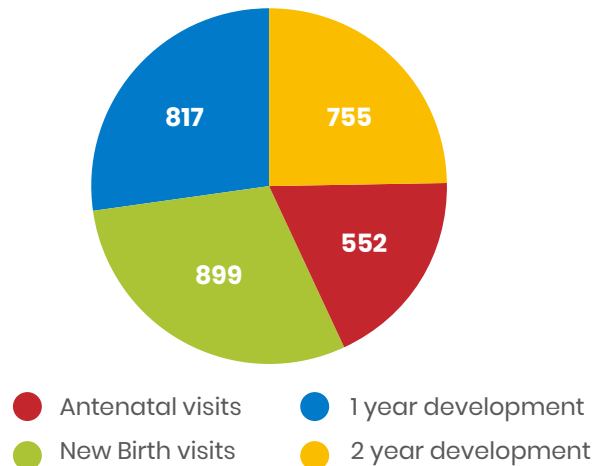


“ As an anxious father to be I now feel so much more prepared, the sessions were so helpful. ”

Health Visiting Service

The Health Visiting Service includes the Baby Steps Programme, UNICEF Baby Friendly initiative and MECSH. The FNHC Health Visiting Service is available to all parents and families in Jersey during pregnancy until children reach school age, at which point our School Nursing service is available. Baby steps programme supported 561 parents during 2021, our team of specialist-trained nurses, professional midwives and health visitors support individuals to understand their needs, applying their expertise to deliver the best possible care. We cover more than the medical aspects of giving birth; we support parents to be in their journey towards becoming a family.

Health Visitor Activity by type 2021



“ Really helpful breastfeeding advice and support which made a huge difference. ”



**103
Families
Supported**

Children's Community Nursing Team

FNHC provides a specialist Children's Community Nursing Team (CCNT) to all children and families in Jersey from birth to the age of 18. The team comprises Paediatric Nurses and Paediatric Care Workers who support the development, social and emotional needs of children with complex and life-threatening conditions. We also have two nurses based at Mont A l'abbe School who deliver care to children whilst they access education. The nurses that work in the CCNT are qualified in paediatric care. Through 2021 has been more difficult for the team and the families they support due to COVID-19 and many of the children being classed as "at risk". The team safely supported 103 children and their families.

Case study – India

India is nearly twelve years old and has been under the care of Family Nursing and Home Care (FNHC) since the age of one.

India was born at 28 weeks, weighing 500 grams and was transferred to Southampton the next day. She has a few conditions: tracheomalacia, subglottic stenosis, chronic lung and no swallow. This means she requires a tracheostomy to breathe with, and occasional oxygen. Because of this she's under palliative care, which sounds scary but it's far from it.

India was finally home for the first time the day before her third birthday. As India needs 24 hour care and I'm a single parent, that's hard to do. FNHC have provided carers to help me sleep so I can function quickly the next day to perform the various ways of maintaining her safe airway or to spot signs of distress with her breathing. They've also provided a school carer so that she can enjoy being with her peers at school.



The team doesn't stop with looking out for India, they also check on me and make sure I'm okay and not burning myself out. FNHC is a joy the minute they enter our home. India loves the attention, as does the dog! FNHC, from the children's team right through to the carers and support workers are so understanding.

School Nurses

School Nurses work in partnership with children, young people, families, carers and other professionals in the setting which is most appropriate for your child and family. This is often in schools, the family home or another community setting chosen by the child. Our nurses work with children and young people to understand their needs, applying our expertise to deliver the best possible care with dignity at the core of our service.

The heights and weights programme is offered to all children in reception and year 6 of primary school. A total of 2,085 children took part in this programme in 2021.

The human papillomavirus vaccination (HPV) vaccination is offered to all year 8 children. For the academic year 2020-2021, there was an 86% take up rate for children having both doses of HPV. Year 9 children are offered the Meningococcal ACWY (MenACWY) vaccine and the second booster of Tetanus, Diphtheria, Polio (Td/IPV) Vaccine at the same time. The take up rate for these two vaccines was 88%.

School Nurses' caseload includes all children on Island over 17,000 in 2021





**Child Accident
Prevention** (Jersey)

Child Accident Prevention

Our Child Accident Prevention Jersey partnership successfully continued to deliver in 2021, including the return of the Safety in Action programme covering the delivery of awareness sessions focussed on a large range of safety topics, communicated in a child friendly manner (face to face and through comics) and delivered to over 4,375 children across the island.

**Worked with 15 agencies and
31 school to keep children
safe across the island**



Corporate Services

Corporate services (including Executive Office, HR, Finance, Governance and other Operational Support) are at the heart of supporting our front line teams. Key achievements during the year were the continued update of policies and procedures, enhanced incident reporting and an optimised safety management system to include implementation of electronic risk, audit and asset registers for all of our teams.

As well as in home, we provide services through the school network, clinic settings, and community centres operating from nine locations across the island including our head office at Le Bas Centre. The spread geographically across our Island allows us to work closely with other services provided for example Education and ensure the services are easily accessible to Islanders who need it.

80%

of the team are very satisfied or satisfied with the channels of communication which exist in the organisation

91%

of the team would be very likely or likely to recommend FNHC as a place to work

75%

of the team are very satisfied or satisfied that the training opportunities are appropriate for their job

Organisational Wellbeing

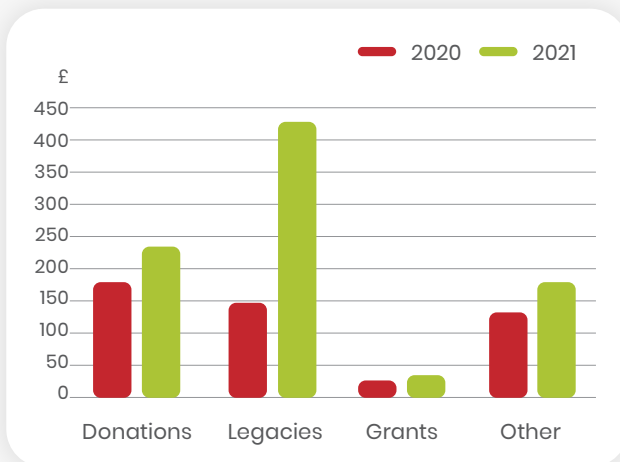
Caring for our team is key to the delivery of services, aligned to our mission and values. We recruit against these values and embed them into all of our policies, operational plans, personal development plans and engagement sessions. We measure this through our annual staff survey and our quarterly colleagues meetings building action plans on the feedback received. There is also a monthly Wellbeing group where representatives from each team discuss, request and suggest improvements to how we work and organise social events.



2021 Awards Day at Government House

Income Generation & Fundraising

FNHC is a Jersey Charity, we raise money through donations, fundraising activities and legacies and we are contracted by the Government of Jersey for the provision of services. In order to enhance and continued development of services and more importantly to assess the service needs for the future income generation is key. This income will enable us to complete research and development including running pilot schemes, under a co-production model.



Fundraising was impacted due to cancellation of events; however we successfully ran our annual Golf Day and autumn Ball.

The Draw Club was a sell out through the year and we continue with the Members programme (which will be replaced in 2022 through update of the constitution that was approved at Extraordinary General Meeting in November 2021).

To support this area and develop the awareness of FNHC, external media support has been appointed which will enhance Islanders knowledge of services provided by the Charity and awareness for development needs within community care on island.

The graph highlights the continued support from Islanders through donation, legacies and grants which will support FNHC delivering and developing care in the community to ensure all Islanders can start well, live well and age well.



Looking Forward to 2022

FNHC aims to develop further income generation from corporates, events, payroll giving and the return of flagship events such as the Colour Festival. Sign up here:

FNHC's Colour Festival 2022 – RaceNation.

All money from the Colour Festival funds our Paediatric Palliative Care Worker. This role, which provides respite for families with life limiting and life threatening illnesses, allows children to achieve their goals and have the same experiences as others whenever possible.

We embrace the emotional, physical and social aspects of the life of a child with additional needs and do our absolute best to enhance and maximise the quality of life for both the child and their family.

Thank you for your continued support that enables Islanders to start well, live well and age well.

New Collaborations

Pips Place

New premises were opened in 2021, The Philip Gower Foundation kindly provided the building space for three charities and the Lieutenant Governor Sir Stephen Dalton and Lady Dalton opened Pip's Place on October 2021. Facilities for FHNC's use include sensory room on the ground floor and a large space for children's group sessions and shared training and meeting rooms.

FHNC commissioned local artist and sign writer Steph Newington to design the mural for Pip's Place. Sponsors of the mural include Jersey Electricity, Jersey Water, The Variety Club of Jersey and Waitrose.



“The mural is a fantastic way to add a whole new visual dimension to Pip's Place and to brighten up the area for the children, parents and carers who visit the building. We are delighted with the creative work that Steph has put into this project and wish to thank him and our FHNC sponsors: Jersey Electricity, Jersey Water, The Variety Club of Jersey and Waitrose for their support in bringing the mural to life.”

– FHNC Chief Executive Officer
Rosemarie Finley

CEO Forum

Rosemarie chairs the Charities CEO Forum with a view to review and expand partnership-working opportunities between the Jersey charities. The Forum encourages the development and use of shared solutions that enable members to achieve the best health outcomes for islanders with the most efficient use of resources. We are a collective, positive and rational network for the enhancement of high quality islander centred care. We promote effective joint working, openness, trust and transparency sharing best practice, and providing a support network.

Jersey Care Model

Through partnership working with Government of Jersey and other community services providers, a review of the services began in 2021 to ensure alignment to and future development for the Jersey Care Model – the development work will continue through 2022/2023. FHNC began to deliver a new Overnight Nursing service in April 2021 and in December 2021 started to develop a discharge service, which would provide Home Care for patients who needed care on those initial days when leaving hospital. Both services are key developments in the future Jersey Care Model that FHNC is proud to be involved in.

Donate

We need your support to help us provide the vital services we offer. A donation, however big or small can make a huge difference.

[Find out more](#)

Thank you to all our generous partners, sponsors and donors.



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fnhc.org.je

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