



Family Nursing & Home Care

2023 Impact Report



www.fnhc.org.je



Who We Are



Family Nursing & Home Care

Family Nursing & Home Care (FNHC) is a Jersey charity. Our 186 staff provide or support the provision of essential community healthcare services to islanders as close to home as possible. We deliver care in peoples homes, in schools and in community clinics. Our ethos is to help islanders to start well, live well and age well.



Services Provided By FNHC For The Benefit Of Islanders

Child and Family Services

([Pages 10 – 13](#)) Provide antenatal support, host Baby Steps classes, provide a universal Health Visiting Service, provide School Nursing and support children with life threatening conditions.

District Nursing and Clinical Nurse Specialists

([Pages 14 – 17](#)) Provide specialist healthcare as close to islander's homes as possible.

Rapid Response and Reablement Team

([Pages 18 – 21](#)) Respond to acute illness at home, helping people avoid being admitted to hospital.

Home Care Services

([Pages 22 & 23](#)) Offers care and support within the home to individuals who due to illness or disability are unable to sustain their desired level of independence.

2023 What We Achieved



Our staff provided 44,863 hours (5.1 years) of face to face healthcare



3,330 patients were seen by our District Nurses



We saw 284 mothers in the community to provide targeted breastfeeding help and support



Our Health Visitors made 3,078 contacts with families with young children for development checks



666 new parents attended one of Baby Steps parental education programme courses



2,628 children had face to face contact with our School Nursing team



Our Rapid Response and Reablement Team saved 5,508 hospital bed days



Our Rapid Response and Reablement Team responded to 1,000 acute, crisis and reablement episodes of care



Our Rapid Response and Reablement Team responded to 82% of acute, crisis and reablement episodes of care within two hours



100 % of islanders who completed a patient experience survey would recommend us



Foreword

At Family Nursing & Home Care we are driven to create a healthier tomorrow for all islanders. We support islanders to start well, live well and age well and as one of the oldest charities in Jersey FNHC remains a resilient charity that is run with the head of a business and the heart of a charity.

We know our ability to provide world-class community health care to all ages living in Jersey is directly related to being the employer of choice. We are very thoughtful and invest significant time and money to assure we attract and retain the most highly skilled and compassionate staff to deliver your community health care services. We treat our employees as the best and further invest in their development so they in turn provide islanders with effective care that is proven to have the best outcomes. We have no difficulty in recruiting and there are plenty of excellent candidates to choose from. Thank you to all our staff for their on-going commitment and passion to deliver excellent community health services here in Jersey.

This impact report goes some way to show you what differences we made in 2023. We have effective

leadership from our committed board members, alongside financial and operational fitness, and a clearly articulated and understood sense of charitable purpose and impact. We have also learnt from islanders what they want from their community health services and what their priority of needs are. This has been through a variety of channels but our Community Healthcare – Have your say events have been a critical component of our understanding about what islanders want to see more of and in some cases, less of. This drives us to improve, develop and innovate.

As a result of your generosity with money and time FNHC was able to invest significant charitable contributions into projects and services to address unmet community health needs here in Jersey. These contributions were reinvested back into the community to improve the health of those we serve and they increased in 2023 to a level not previously seen. Examples of these investments abound but include the recruitment of a specialist community physiotherapist to support the setting up of a falls and frailty service, we also recruited a specialist liaison community nurse to support improved



discharges of people from hospital and the charity supported our Home Care service to develop and progress their care.

This Impact Report shows that our strategy is working and we have focused our efforts on areas where islanders have identified their greatest unmet needs. There is still much to do and we are ambitious to further enhance health education, health research, ill—health prevention, innovative chronic disease management, and accessible health care for all. We are not able to achieve this on our own and we are working with a number of key partners. Thanks goes out to all our partners, we realise that we provide better services by working together. Do look up the details within this report of our successful Charity CEO's Forum. We now have 41 charity CEO's as members of the Forum and in 2023 we held our first CEO's Forum and Charity Chair event, we spent this time looking at ways we can increase our impact by collaborative approaches to our work. I would like to personally thank all of you who are working with us to achieve this.

Rosemarie Finley – CEO



Our Committee Our Future

“As a charity, our nursing and care services are available to everyone who needs them on the island. Our services are largely funded through contracts with the Government of Jersey. The funding we receive comes from the Health and Community Services and the Children, Young People, Education and Skills departmental budgets. FNHC’s contracts with the Government have been subject to real-term cuts in recent years. In spite of this, FNHC remains fully committed to delivering its vital community services to our well established high standards. On behalf of the committee, I would like to thank everyone who works at FNHC for their sterling efforts throughout 2023. I am always impressed by the professionalism of the teams and commitment to their patients, nothing demonstrates this better than our nurses carrying out home visits during Storm Ciarán. Thanks also to you the public, our supporters and donors, and to everyone who has taken the time to write to us, thanking us for our service and praising our teams for the wonderful work they do.”

Philip Josue Romeril
Chairman of the Committee



A Big Thankyou To Our Committee



Phillip Cameron Taylor



Alan Merry



Christine Blackwood



Cirsty De Gruchy-Moseley

A Warm Welcome To Our New Committee Members

“Until I started working with the charity through my employer, I never truly appreciated the scale to which FNHC contributes to the lives of every islander in Jersey. Whether it is taking care of our children, supporting you as you recover after illness or making your final days as comfortable as they can be, this truly amazing charity is with you every step of your journey. As many full-time working mothers will tell you, we do not have a lot of spare capacity. However, when I learned that FNHC were looking for a new board member with experience similar to what I have been fortunate enough to have gained through my working life, I realised that I could play a small part in helping FNHC to continue to deliver everything that it does today. Being on the board allows me to give back just a little in recognition of everything that they have done, and continue to do, for my family and friends. It is an honour to have been chosen to work alongside these truly wonderful individuals to support Islanders in their life journey.”

Kristie Potts — Committee Member



“I decided to join the FNHC committee after hearing about all the good work FNHC do for Jersey. Since joining the committee I have been amazed at the scale and breadth of the organisation. FNHC run a genuine, full service, birth to end of life health initiative. Every single Islander, no matter their age or condition, can rely on FNHC for help in a flexible, friendly and efficient manner. As a committee member I am able to use my experience in environmental, social, and corporate governance to benefit FNHC, allowing them to flourish further. I would like to promote FNHC further and make more members of the public aware of how much of an asset they are to our Island.”

Dipak Vashi — Committee Member



Quality Improvements

Continuous Quality Improvement encourages all health care team members to continuously ask the questions, “How are we doing?” and “Can we do it better?” .

Even though we listen to patients, implement recommendations from our care regulator and regularly review our 150+ internal policies and procedures, we know there are still areas of our services that we know can be improved. This year's impact report focuses on quality improvement. The icon to the right is used throughout the report to highlight new projects and initiatives where FNHC is trying to achieve excellence in care and drive change for the better.



Quality Improvement

New Areas Of Work In 2023

We have identified four long term conditions that could be better managed for adult patients in Jersey, these are:

- **Lower Leg Wounds ([Page 16](#))**
- **Falls and Frailty ([Page 19](#))**
- **Respiratory Conditions ([Page 21](#))**
- **Diabetes ([Groundwork set for 2024](#))**

We have also identified that care for children would be improved with the introduction and enhancement of specialist services. We are undertaking pilot projects in the following areas to help improve outcomes for children:

- **Health Visiting school readiness check for 3 – 3½ year olds pilot ([Page 11](#))**
- **Childhood Health Improvement Pilot ([Page 12](#))**
- **Child mental health group therapy classes pilot ([Page 13](#))**

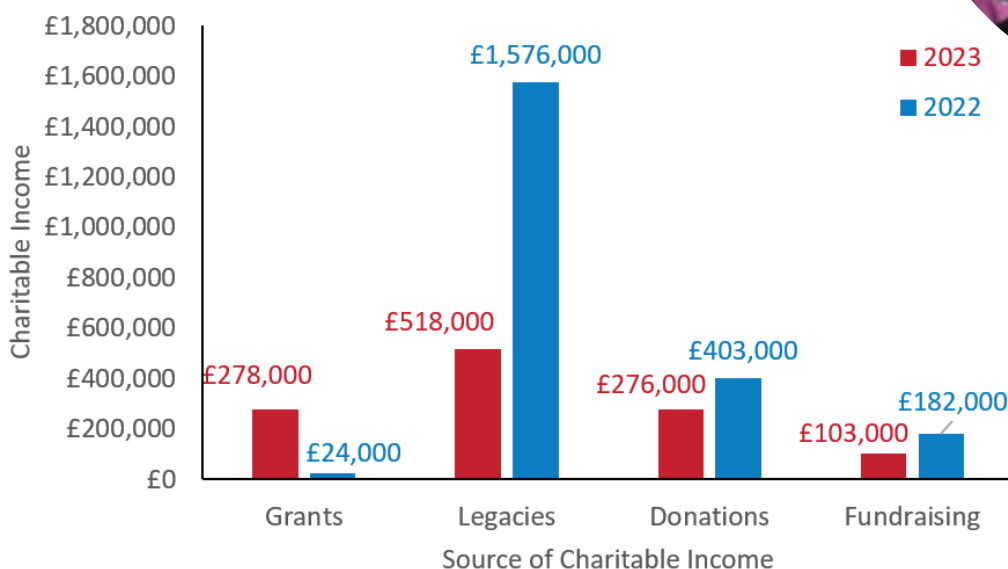
We have also developed new roles and initiatives that benefit the charities work, these are:

- **Introduction of a transfer of Care Liaison Nurse ([Page 15](#))**
- **Recruitment and training of Advanced Clinical Practitioners ([Page 20](#))**
- **Quarterly Community Healthcare – Have your say events ([Page 21](#))**
- **Jersey Charities CEOs forum ([Page 24 – 25](#))**
- **Jersey Island Research Repository ([Page 27](#))**

Community Healthcare Funded As A Result Of Our Fundraising And Charitable Donations

Our charitable income paid for a number of specialist adult nurses (including for falls and frailty, advance practice, tissue viability and transfer of care liaison), the running of the child accident prevention programme and the provision of additional palliative care support for children.

Additionally, charitable income is used to pay for training, nursing equipment, building maintenance, development of our services to align to regulatory and governance requirements, IT modernisation and community consultation and engagement events.



Quality Improvements Driven By Charitable Income

In alignment with our strategic priorities, in 2023, FNHC focused on developing services to meet the needs of islanders whilst continuing to enhance and deliver cost effective services, this was enabled by successful fundraising, in particular grant funding. FNHC’s financial reserves remain stable at £9.3m in line with recommend practice for charities. A designated fund of £1,000,000 has been established by the Committee to continue funding charity services and sustainable development projects. Please see our website for the full audited annual report and financial statements for 2023, www.fnhc.org.je/impact.

FNHC has a strong financial base to continue to deliver, develop and enhance the community health services in 2024 and beyond, which are value for cost and provide the best health outcome for islanders. There is so much more we can do with additional funds, with more funding FNHC can: carry out cutting edge research under a co-production model, provide specialist training for the teams to ensure they are using and developing global best practice and continue to enhance and develop services based on the needs of islanders. Aligned to the above, investment is also required to modernise the charity’s processes, systems and infrastructure to enable us to provide world class community healthcare services.



Child and Family services

Health Visiting

Health visitors offer regular health check-ups to all young children. They provide support with breastfeeding, healthy nutrition, common illnesses and infections, language development and any potential behavioural difficulties. Our Health Visitors host child health clinics around the Island, three times each week. In 2023 FNHC have been working towards a stage three accreditation from UNICEF as part of the Baby Friendly Initiative.

Baby Steps

Baby Steps is a six week course offered to all future parents. Parents are taught about their babies development, what to expect when they give birth and how to care for their new baby.

Child Accident Prevention (CAP)

CAP is a multi agency partnership led by FNHC that runs child friendly information sessions in schools to raise awareness on a number of safety topics.

Maternal Early Childhood Sustained Home-visiting (MECSH)

MECSH is offered to parents who need a little extra help to ensure their child has the best possible start. Parents are visited nine times in the first three months after their baby is born and then less frequently until their child reaches two years of age.

What We Achieved In 2023



17,365
children
have access
to a School
Nurse



5,976 children
attended a CAP
session



176 families
received
MECSH
support



83 % children
were developing
well across all five
ages and stages
domains during
their 2 –2½ year
development
check

3 – 3½ Year Health Visiting Pilot

The high profile first 1000 days global initiative has highlighted the overwhelming body of evidence that shows that a child’s early years are critical in determining their long-term health and development outcomes. By delivering the Healthy Child Programme in Jersey, Health Visitors have an important role to play in ensuring that children have a good start in life .

The Early Intervention Foundation describes the period after the last mandated development check at 2 – 2½ years as a “cliff edge” because children will not have another scheduled contact with a health professional until they reach school. If development issues are not addressed before a child enters school they will not be ready to learn, this is one of Public Health England’s early years high impact areas. The Early Year’s Policy Development Board in Jersey recommends incorporating a 3 – 3½ year integrated review into the Healthy Child Programme.



Thanks to funding from the Jersey Best Start Partnership, FNHC have been trialling a 3 – 3½ year integrated review in FNHC’S Health Visiting service. The pilot has been rolled out in partnership with local nurseries, by bringing together the experience of the parent, nursery staff and Health Visitor it is possible to holistically appraise each child. The main outcomes so far:

- Where children were found to be developing typically. This elicited a sense of celebration of the child and their lived experience at an important milestone in their development.
- For some children this review presented an opportunity to discuss identified needs together and make a plan that would encourage further and ongoing development alongside parenting support.
- Parents were aware and engaged in all outcomes including: nursery plans, referrals and follow up visits.



Quality Improvement

Funded by the



**Best Start
Partnership**

Patient Stories — MECOSH

“I have to comment that I am extremely grateful that the MECOSH program exists. With the help and assistance of my Health Visitor I was able to get the care that I needed, it also helped me with any issues and concerns that I had with my son”

“You’ve been so helpful over the past two years and I cannot thank you enough for all your support you have given us”

“Health Visitor is really friendly, easy to talk to, very knowledgeable and happy to give advice and discuss different options to try”

“Having my health visitor visit me at home has helped me relax more during our conversations and she has helped me significantly with my anxieties and difficult conversations- this service is invaluable”

“My Health Visitor has been a rock of support, always caring and gives me confidence with her feedback to me”

“ The MECOSH programme is a great support. Jersey government should really try to find more funding to extend it to vulnerable mothers. The community will benefit in the long run”



School Nursing

School Nurses are specialist practitioners who act as health promoters and health educators in schools. Each school in Jersey has a designated School Nurse. Additionally, two nurses are permanently based at Mont à L'Abbé School. School Nurses work with children to understand their individual needs, meaning there is a breadth to their work. They help children with diet and nutrition, those with hygiene problems and those requiring assistance with continence issues. They manage referrals related to sexual health, mental health and any new conditions children may develop.

Childhood Health Improvement Pilot

The School Nursing team is commissioned to deliver the Child Measurement Programme (CMP) in Jersey. Data from the CMP in the 2022/2023 academic year shows that around one in four children in Reception (24 %) and around one in three children in Year six (32 %) were above a healthy weight range. These children are at a greater risk of increased health needs. Support is vital in preventing these issues progressing into adulthood. FNHC have identified a gap in the service to work closely with children and their families in order to make a real difference to outcomes for these children.

Thanks to generous funding from the Jersey Community Foundation, in 2024, FNHC will run a 15 month pilot that champions a community approach in tackling childhood weight management issues. FNHC have employed a Health Improvement Nurse Specialist and a Health Improvement Nutritionist in our Child and Family Division team to lead the pilot. They will coordinate specialist interventions targeted at children with weight management needs. The pilot will be delivered in group settings with other families, in a home setting with their own family and alone in a school setting. This community approach is underpinned by the stance that being an unhealthy weight is not an individual problem but a societal problem. Our pilot will bring together key community partners to provide targeted one to one support that responds to the needs of individual children and their families.

This pilot is based on the Health Exercise Nutrition for the Really Young (HENRY) programme, an evidence based preventative programme accredited by the Royal Society for Public Health which has been shown to lead to statistically significant improvements in health outcomes for children. Public Health England recommend commissioning HENRY as an evidence based intervention for supporting children and their families to achieve healthy family lifestyles. This project will aim to support healthy eating habits and lifestyle children and families.



Funded by the



Greville Bathe &
Jersey Community
Funds

for

**Strategic Priority — To Deliver
Services That Achieve
Consistently Good Outcomes**

The Emotional Gym

The Emotional Gym is a new initiative within School Nursing which aims to empower children who are struggling with their emotions and/or mental health. Developed in-house by mental health professionals within the School Nursing team at FNHC, the Emotional Gym engages children to explore their physical and mental health over several relaxed group therapy sessions.

A key characteristic of the Emotional Gym is its split session approach, carefully balancing physical exercise with open discussions and education focused on good mental health and wellbeing. By incorporating exercise sessions at the outset, children are able to settle into their surroundings and cultivate a receptive mind-set for the ensuing deep conversations about their mental health.

The Emotional Gym has been thoughtfully designed to gradually enhance each child's involvement with their own mental health journey, as well as to underscore the significant connection between mental and physical wellbeing. Not all children facing mental health issues are on a risk register, the Emotional Gym serves as a proactive service that reaches out to those who may be silently struggling and offer them much needed support.



Funded by the



Jersey
Community
Foundation

Kezia's fund



Quality Improvement

Children's Community Nursing Team (CCNT)

CCNT look after children who are acutely unwell, children who have recently been discharged from hospital and children with complex long term needs who require community care. CCNT facilitate access to education and school for these children. Last year 412 children and their families members were supported through us. CCNT also provides palliative care and support to children with life limiting or life threatening conditions.

Lara is one of our Community Children's Nurses. We asked Lara about her career pathway and what has led her to where she is today.

"I started my career in Southampton General Hospital where I trained as a Paediatric Nurse in 1995, also spending a couple of years on the General Medical Ward. Once I completed my training I went out to New Zealand for a year where I worked on a Children's Assessment Unit. After that, I moved to Jersey and worked on Robin Ward for 18 years as a Senior Staff Nurse before joining FNHC three years ago! I have also been working as a Deputy Sister for the last year."





District Nursing

Our District Nursing Service

District Nurses provide support to islanders over 18 years old with the aim of preventing the onset and shortening the duration of illnesses. District Nurses provide care in homes and community clinics. District Nurses develop individualised care plans underpinned by shared care with the aim of meeting the patient's desired outcomes. District Nurses work closely with islanders so that where possible they are capable and confident to manage their own care. By advocating for patients to manage their own care, District Nurses enable patients with long term conditions to live as independently as possible. The District Nursing Team includes Senior Healthcare Assistants and a number of specialist nurses at the forefront of specialist community care. To be treated by a District Nurse, islanders need to be referred by a health or care professional such as a hospital clinician or GP.



What We Achieved In 2023



91 % of patients reported patients report an improvement or no decline in their levels of pain



Our District Nurses managed 5,018 referrals



Our District Nurses made 1,385 palliative care visits



Our District Nurses healed 103 venous leg ulcers



88 % of patients felt involved in their care



100 % of patients would recommend us

Improving Continuity of Care

In September, FNHC were pleased to welcome Lisa Anderson as our Transfer of Care Liaison Nurse. This new post was created to facilitate partnership working between the acute and community settings and contribute to the safe transfer of care to FNHC adult services. Before joining FNHC, Lisa worked in Jersey's cardiology department for 13 years as a Rehabilitation Nurse. Lisa's clinical experience of helping patients get back to as full a life as possible following their time in hospital made Lisa the perfect candidate for this important new post.



Quality Improvement

Lisa's role involves working with hospital staff to support patients who are ready to go home and live in the community with support from FNHC. In her new role Lisa must be forward thinking, she is continuously required to ask, "What can be done to make sure each patient has a positive and safe transfer of care back into the community?". Following an approach that puts patients at the centre of care, Lisa takes a holistic view that helps guide safe transfer of care.



As part of her role Lisa works with hospital staff early in the discharge process to understand what needs a patients may have in the community. This proactive approach means FNHC can properly plan workloads and provide continuity of care to our new patients. Good continuity of care is important for patients as it

inspires patient trust and confidence in the overall quality of care they can expect to receive. Lisa also helps ensure that the hospital puts in place everything that patients need to live at home. Lisa's guiding hand in the discharge process help prevent complications at home and can make a huge difference to the patient experience.

The impact that Lisa has had at FNHC cannot be overstated, in a very short time teams across FNHC and the hospital have seen the benefit of Lisa's hard work. Lisa is still developing the role and has identified further areas of improvement in 2024. This post is a great example of FNHC's approach to partnership working. FNHC are incredibly lucky to have Lisa as a representative of our organisation and its values.

"I would like to take this opportunity to thank Lisa for her input surrounding the mixed team deliverable meeting for what was very complex discharge planning. I appreciated her absolute 'can do attitude' and patient-centred approach to all aspects of his care in hospital and the community. From discussing wound management, patient care and staffing in the community her role is certainly facilitating the holistic approach to discharge planning. Not only is her role crucial for complex discharge planning it is a welcomed service on the ward for 'working together' and joined up services that only enhance patient care both in and out of hospital."

Rozel Sister



Improving Lower Leg Wound Care

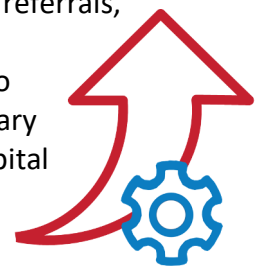
District Nurses spend a huge proportion of their time treating wounds caused by pressure damage and wounds related to vascular, arterial and diabetes complications. The low public profile of wound care means it has often been overlooked by policy makers when setting strategic health priorities. The burden of wound care has steadily increased, it is now the third highest expense to the NHS after cancer and diabetes. The National Wound Care Strategy Programme (NWCSP) has been established to address the scale of the problem and improve care for people with wounds.

District Nursing at FNHC are the main provider of wound care in Jersey. FNHC have seen the burden of wound care increasing and have recognised the need for wound care to be a strategic priority in Jersey. FNHC organised a multidisciplinary round table event for service leads, policy makers, commissioners and care regulators. This meeting identified many roadblocks and areas for improvement.

With external partners FNHC has since been working with partners to:

- Agree formalised pathways of care and best practice care and standards.
- Increase training opportunities for all services involved in wound care.
- Improve patient education and increase patient compliance with best practice treatment.
- Improve data collection and capture.
- Determine the financial costs of wound care.
- Reduce inequitable service delivery related to patient incurred costs.
- Improve interdepartmental working.

Improving care delivery for patients with lower limb wounds will free up nurse time, improve healing rates, ensure appropriate onward referrals, reduce the likelihood of wound recurrence, enable more people to stay in work and reduce unnecessary emergency interventions and hospital admissions.



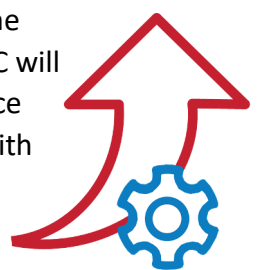
Quality Improvement

Jersey Integrated Lower Limb Service (JILLS)

Getting patients to engage with self-management and prevention of their leg wounds is challenging. The Lyndsey Leg Club model has been commissioned across the UK to provide a more holistic care experience for patients. Healthy Leg clubs are evidence led health prevention initiatives which help groups of patients learn about their shared condition, in the healthy leg club model, patient education promotes patient engagement.



Thanks to a recent grant awarded to FNHC through the Community Compass grant scheme, in 2024 FNHC will launch the Jersey Integrated Lower Limb Service (JILLS) our own Healthy Leg Club. Working with islanders to understand their needs and building their self-confidence by normalising wound related issues in the community is at the core of JILLS. During six short week group education courses, islanders will learn some basic information about their leg wounds and how to manage them. In time it is hoped that like in the UK this will evolve into an ongoing monthly club for islanders.



Quality Improvement
Funded by the



Strategic Priority — To Deliver A Positive Patient Experience

Patient Story—Anthony Perchard

Anthony has recently been discharged from the FNHC caseload after receiving 14 months of care from FNHC for a major chest wound. Anthony has had contact with a number of FNHC services as he was first treated in the community by RRRT before being internally referred to District Nursing with ongoing specialist support from the Tissue Viability Team.

Anthony's first impression of FNHC was that everyone was so kind and friendly, he remembers being told what to expect and when his next visit would be, he describes it as excellent care. Anthony says that the biggest thing FNHC have done for him is that we have kept him safe and at home. Anthony acknowledges that whilst he has been sent back to the hospital or back to his GP this has only been because the nurses had noticed a change in his condition and were keeping an eye out for him. Anthony really appreciated the flexibility of the teams to accommodate him at both clinic and at home. Anthony is also thankful of how professionally the nursing teams responded to and dealt with any new problems. Anthony says that the nurses included him in discussions about his care including the number and the type of dressings, he says that the continuity from the Tissue Viability Nurses has been amazing.

Anthony says that all the nurses have treated him with dignity and respect and even put up with his dodgy humour! Anthony's wife Evie says FNHC were all so kind, especially after they lost their home in the storm, she says everyone at FNHC rallied around them. They are both eternally grateful to all of the nurses and would strongly recommend FNHC to anyone who will listen as they think we provide a fantastic service that they couldn't have gone without.



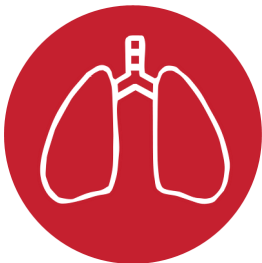


Rapid Response Reablement Team (RRRT)

Our Rapid Response Reablement Team (RRRT)

Our RRRT operate a time-limited healthcare management service and a hospital discharge and home recovery service. The Rapid Response component of the RRRT involves responding promptly to acute, crisis and reablement episodes of care which do not typically require hospital admission. The Reablement component of the RRRT involves supporting hospital discharges and care transfers into the community, this gives patients the opportunity to recover at home. Our RRRT operate in Islander's homes, places of residence or clinical settings. Our RRRT are usually only involved with a patient for three days and up to four weeks for reablement.

What We Achieved In 2023



Our Rapid Response and Reablement Team prevented 482 avoidable hospital admissions



100 % of reablement patients met their own goals upon discharge



93 % of patients were still at home after 91 days



91 % of patients report they were given health information and or education



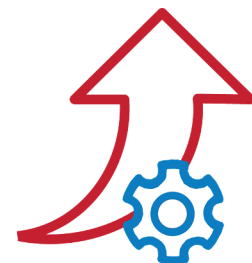
93 % of patients achieved their estimated reablement discharge date



Over 84 % of patients report an improvement or no decline in their activities of daily living

Falls And Frailty

Falls may result in serious injuries which can have a significant impact on quality of life and mortality risk. The burden of falls on the health system in Jersey is increasing with the aging population and should be a pressing area for urgent review and service development. As the main provider of community health in Jersey, our staff treat a lot of islanders who report having recently had a fall. For patients at risk of falling, preventative action is critical to improving patient outcomes. FNHC want the best outcomes for our patients but there is currently no falls prevention service in Jersey for our patients to access. Thanks to generous funding from an anonymous trust, in 2023 FNHC embarked on an ambitious initiative to improve outcomes for our patients that have had or are at risk of having a fall.



Quality Improvement

Our Practice Development Nurse Ann Morgan began working on this project in early 2023. Ann started the year by completing an internal falls audit that identified the need of our patients. Ann went on to improve organisation wide education, introduced internal pathways between services, put in place new reporting templates and written a new falls policy for the charity.

Following on from the groundwork laid by Ann, FNHC were pleased to welcome Paul Gartshore as FNHC's Frailty Practitioner in the second half of 2023. Paul's role is complex and involves working across the organisation in multiple domains. Following the National Institute for Health and Care Excellence (NICE) quality standard for falls in older people, Paul delivers multifactorial interventions to our patients. These extensive patient reviews may identify a wide range of risk factors that may need addressing in different ways, for example a review may necessitate a patient medicine review, an onward referral for therapy or the delivery of education to a patient on how they can make positive changes to their lifestyle. Paul also works with our community partners and has done extensive outreach to try and reach at risk older groups. The service Paul is providing is already delivering so much for our patients.



Raising The Profile Of An Island Wide Issue

In addition to improving outcomes for FNHC patients, Paul and Ann have taken on the huge task of raising the profile of falls in Jersey as part of a bigger push to improve island wide care for falls. To spearhead this Ann has led on work to map the pathway for falls patients through the Jersey healthcare system. Ann also organised a round table event for key stakeholders themed around falls and frailty. Ann and Paul have represented the charity to discuss falls at our FNHC Have Your Say events, the FNHC Aging Well conference, Wellfest, Closer to Home and in the parishes during falls awareness week.

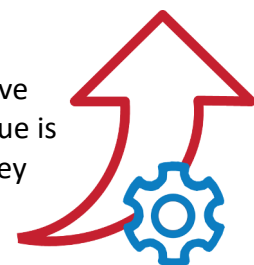
Numerous bodies including NICE, Public Health England (PHE), the Office for Health Improvement & Disparities (OHID) and The National Falls Prevention Coordination Group (NFPCG) support commissioning for falls prevention. FNHC will continue to highlight the urgent need for service development and investment in this area.



Strategic Priority — To Provide Clinical Safety And Excellence

Advanced Clinical Practitioners (ACPs)

One of the challenges of providing excellent intermediate care is ensuring that staff have the skill mix to address all the different needs a patient may have. A solution to this issue is the development of advanced clinical practice roles, something that is now seen as a key component of contemporary workforce planning. As part of our forward thinking workforce planning and our commitment to investing in our staff, FNHC are currently training five members of our RRRT as Advanced Clinical Practitioners (ACPs).



Quality Improvement

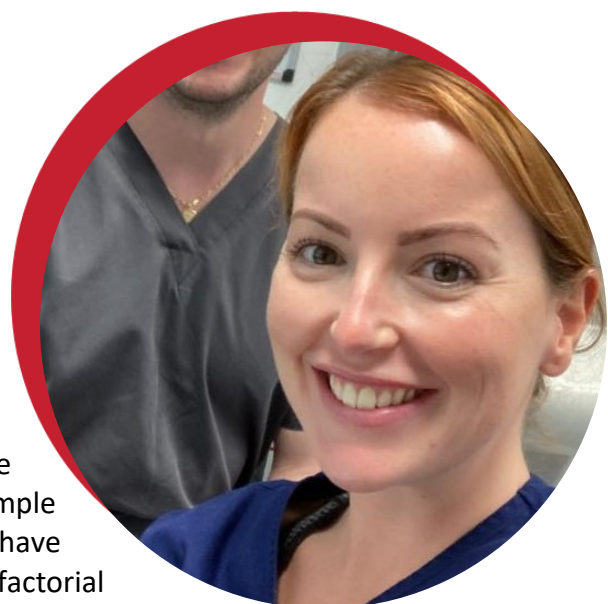
Our five trainee ACPs are working towards an MSc in Advanced Clinical Practice. This qualification is a mixed clinical and academic course that ensures all practitioners regardless of background and discipline have the same level of training and supervised work based learning. Each trainee ACP must meet a core set of competencies and specific capabilities depending on their area of practice, this standardised pathway ensures that all ACPs have the same core transferable skills. A fully qualified ACP adds clinical credibility to the service they work in as they manage clinical risk and make critical clinical decisions that can improve the patient pathway and outcomes. These skills are essential in admission avoidance and the ability to manage patients with more complex histories to remain at home.



The level of practice that ACPs bring is new to Jersey, ACPs can support a new healthcare model that is efficient and financially viable. The introduction of ACPs to the island also provides a career pathway for professionals wanting to remain in clinical roles at a higher level. The training of FNHC's ACPs has been compliant with Jersey's 2019 Multi professional Framework for Advanced clinical practice. Some of our ACPs are now nearing the end of their training and will become fully qualified in 2024.

Driving Excellence In Care

Linzi, Kathryn, Hannah, Rob and Rachel have expedited patient treatments in RRRT and added an additional layer of investigation, critical analysis, assessment and intervention that have all improved the patient experience and outcomes. Thanks to their evolving ACP skillset, the trainee ACPs have managed patients at home that would have otherwise been admitted to hospital. The trainee ACPs have been critical in establishing an Outpatient Parenteral Antimicrobial Therapy (OPAT) virtual ward. The OPAT virtual ward is based on evidence based practice and has been an instant success and a great example of multidisciplinary and multiagency working. The trainee ACPs have also worked with our new frailty practitioner to introduce multifactorial medicine reviews in line with evidence based practice. With an expanded scope of practice there has been an increase in referrals for patients not seen by other medical professionals.



Community Healthcare: Have Your Say

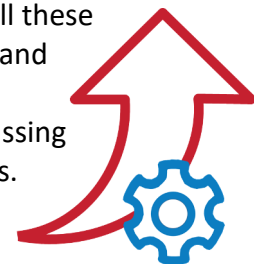
Healthcare is an emotive topic that impacts everyone. People in Jersey are entitled to and should expect high quality healthcare for themselves and their loved ones. It is widely acknowledged that patient feedback plays an important role in driving quality improvements in health. Nevertheless, there are very few opportunities for islanders to publicly communicate their experiences of health services in Jersey to key decision makers who have the power to improve services.

Since the summer of 2022, FNHC have been pioneering a new way of listening to the voice of islanders by setting up regular public community consultation events. These events have been promoted under the banner of

“Community Healthcare: Have Your Say”. With these events FNHC wants islanders to tell their stories in order to start a two way conversation about community health care provision. FNHC also wants to hear what patients want from their community health services.

FNHC identified four areas of high community need as themes for the Have Your Say events in 2023, these themes were wound care, falls and frailty, respiratory conditions and diabetes. All these events have highlighted issues faced by islanders and identified gaps in community services. The “Have Your Say” events have also acted as a forum for discussing current and future health innovations with islanders.

The introduction of the “Have Your Say events” has been a powerful tool for change and has already had a positive impact improving healthcare outcomes for islanders. Keep an eye out on social media for future upcoming events.



Quality Improvement



A Spotlight On Respiratory Conditions

The Have Your Say event on Respiratory Conditions was held in September. The discussion was started by specialists from Rapid Response and Reablement. To expand the discussion beyond FNHC’s work, Respiratory Nurses Specialists and Pharmacologists from Health and Community Services were also invited to speak. The teams discussed how recently introduced mixed team deliverable meetings are helping provide a smoother discharge experience as it encourages joined up and new ways of working. During the event we heard from an islander who was struggling to get support for their Chronic Obstructive Pulmonary Disease (COPD), they acknowledged this was the first time they felt listened to and seen. The audience was captivated when Investor Director Ian Rhodes talked about his pioneering work with Imperial College to predict COPD exacerbations using wearables and artificial intelligence. Hearing from health professionals, islanders and entrepreneurs as equals really embodies what our Have Your Say events are trying to accomplish.



Home Care

Our Home Care Service

FNHC provides an independent Home Care service which has been operating in Jersey for over 50 years. We support islanders over the age of 18, to maintain their health, wellbeing and independence and to remain in their homes for as long as possible. FNHC's Home Care service offers care and support within the home to individuals who due to illness or disability are unable to sustain their desired level of daily living without assistance. FNHC's Home Care service is provided by a team of highly skilled carers and led by an experienced manager.



"I would just like to send a very big thank you to you and all your wonderful carers that recently looked after my brother in law. It was a very sad and stressful time for my sister and her partner with such a quick deterioration. You were very sensitive to this and their needs and put care in place quickly to enable him to be at home. Your carers were all wonderful and treated my family with kindness and dignity. My sister was very overwhelmed at times and the carers eased this by explaining everything they were doing, this helped to reassure her which was very much appreciated. Sadly my brother in law passed very quickly. My and my sister would again just like to thank your team for their support and sensitivity at a very difficult time."

Angela Bartholomew



What We Achieved In 2023



Our Home Care Team provided 6,060 hours face to face hours of healthcare



2023 marked the third year in a row that the Jersey Care Commission identified no areas for improvement for our Home Care service

Patient Story - Lisette

Lisette has been a patient and client of our Home Care service for six years. Lisette first learnt about FNHC when we looked after her mother. Lisette says that she always felt the care her mother received was always safe and that her mother was in good hands with the Home Care team. Lisette's first-hand experience of our Home Care service is what made FNHC her first choice for her own care. As part of her care, our Home Care team have helped Lisette improve her skin integrity. The care she receives means she now feels more self-assured to go about her day with confidence and independence. Lisette feels that opportunities to talk to the team have also helped her emotionally and she now feels less socially isolated.

Lisette recalls that the team immediately made her feel comfortable and at ease during their first visit. Lisette feels the Home Care team have been unintrusive and have always treated her with care and compassion. To her, visits feel like meeting up with a friend more than anything else. Lisette recognises that her care plan was done with her and all aspects of her care has been in accordance with her wishes. Lisette says that she is heard by the team and is confident that the team know her needs. She says she couldn't go without their support.

Lisette thinks that if she wasn't receiving care from FNHC she would probably be in a care home now. Lisette feels that the support of FNHC has enabled her to stay in her own home and do the things that empower her to maintain her independence. Lisette thinks that people take independence for granted and she feels her independence is not taken away from her by FNHC.





Facilitating Innovation

Charity CEOs Forum

The CEO Forum creates effective opportunities for us to collaborate as leaders within the charitable sector. So far, we have shared knowledge, learnt from others, created a collective voice and crucially saved money and time .

Fiona Vacher — Jersey Child Care Trust

Leading up to and before the formation of the CEOs forum it was a very lonely place as the lead officer of a charity. Since the development of the forum this situation has changed somewhat as a collective we have recognised the benefits of coming together to discuss and work through the ongoing pressures the Third Sector face. Ultimately it has reassured and inspired me that there is still hope and together we can make a difference for the vulnerable people we serve across the Island!

Shaun Findlay — Les Amis

As a group we represent a diverse range of charities, of different sizes and who overlap in different ways. The CEO forum has given us a more coordinated opportunity to work together, to share ideas and information, develop a collective voice on key issues and for essential peer support. Sometimes just being able to share something and to come away being reassured you are not going completely mad is all you need!

Sean Pontin — Enable Jersey

The forum has created space to share ideas, problem solve and to ensure best practice by tapping in to a vast repository of knowledge and expertise held by professionals in the sector.

Paul Simmonds — Age Concern



Strategic Priority — To Enhance Collaboration And Partnership



The CEO forum has helped many of us forge practical and meaningful links and opportunities in ways that will benefit all islanders. Its logical and systematic decision-making process will over time help us to address the critical elements that result in a good decision and option.

Patricia Tumelty —Mind Jersey

The Charity CEO Forum has been a wonderful way to connect with other third sector professionals. It gives me a peer group and provides a safe and confidential space for us to share common challenges we face as charity leaders, but more importantly to find solutions, support each other, and find new ways to collaborate.

Penny Shurmer —Jersey Employment Trust

The Charity CEO's Forum has been a lifeline amidst the practical challenges brought on by economic turmoil and the lingering effects of the COVID-19 pandemic. The Charity CEO's Forum has provided an invaluable platform for collaboration, knowledge-sharing, and networking among non-profit leaders. Through insightful discussions and shared experiences, we have effectively collaborated proving that together we are stronger and can achieve much more for the islanders we serve.

Donna Abel —Jersey Cheshire Home

The CEO forum has offered a much-needed place for peer support, resource sharing and collaboration. It's been a real game-changer.

Claudine Snape —Dementia Jersey





Facilitating innovation

Research Partnerships

There are many benefits of genuine partnerships when carrying out research these can include:

- Enhanced energy within a research project driven by the passion and interest of patients and families
- Improved significance and usefulness of the research
- Greater trust within communities where research is conducted
- Increased empowerment of those who partner in research
- Increased opportunities for typically underrepresented communities to partner
- Improved value and legitimacy of the research

FNHC is keen to develop more research partnerships in Jersey – we are better together.



“The socio-economic macro trends have been clear for the last 30 – 40 years, we are finding ways to live longer but not better, and in the process we are putting immense financial pressure on our healthcare systems. This is a global problem, infrastructure cannot be built fast enough, clinical professionals cannot be trained fast enough and even the most well developed economies are struggling to fund their healthcare systems. In many other aspects of our lives we have already migrated to more intelligent, pro-active and preventative ways of working. By working with businesses and researchers to develop and implement cutting edge solutions, Jersey has a real opportunity to be a pioneer in health. “

Ian Rhodes — Investor
Director

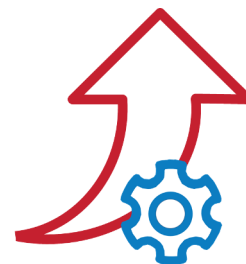
Island Research Repository (IRR)

2023 saw the launch of the Island Research Repository (IRR), a fully open access repository for research conducted in and for the benefit of Jersey. The IRR welcomes submissions for peer reviewed research from the public, researchers, students, non-profit groups, charities, and the public sector. The drive to establish the IRR was to enable islanders to access resources and information that previously may have been out of reach. It is hoped that by bringing together all local research into one central place, the IRR will: help identify knowledge gaps, help determine future areas of research, encourage collaborative working and innovate how Jersey tackles Island-wide problems and inequalities.

FNHC were part of the IRR steering committee and were involved in conceptualising and securing funding for the IRR. FNHC want to celebrate the launch of the IRR, we believe it marks a huge milestone for how we can improve both services and the policy making for the people of Jersey. FNHC were delighted to play our part in creating this ground breaking initiative. The IRR can be accessed at islandrepository.ac.je, FNHC encourage all islanders to take advantage of this knowledge sharing initiative.



ISLAND
RESEARCH REPOSITORY



Quality Improvement

Funded by the
 **Jersey Community Foundation**



“The Island Research Repository marks a huge milestone for how we can improve both services and policy making for the people of Jersey”

Launched in partnership with





FNHC Conference

The importance of sharing knowledge

2023 marked the second year in which FNHC hosted its island wide health conference. FNHC began hosting our local annual conference in 2022 in order to stimulate the discussion about healthcare in Jersey. FNHC feel that the coming together of minds during a conference is an excellent way to share knowledge and insights and drive policy and innovation. The theme of 2023's conference was Ageing Well: Opportunities, Challenges and Future Directions. This theme was chosen as an aging populations is not unique to Jersey but is a national and international challenge that will come to define healthcare in the years to come.

The Speakers

Expert speakers were invited from the UK and locally to spark the discussion. Dr Anna Dixon MBE the former Chief Executive of the Centre for Ageing Better, spoke about many of the challenges associated with an aging population. Drawing from her book "The Age of Ageing Better?" Anna outlined the principles, values, policies and practical actions that are needed to enable us all to live well in the community in later life. In the discussion Anna highlighted the importance of collecting the right data.

Former NHS Trust chairman and health policy analyst Roy Lilly gave an animated talk about placing primary and community care at the heart of a well organised health system. As a writer, broadcaster and commentator on the National Health Service and social issues, Roy injected his charisma into his thought provoking talk. Roy touched upon the difficulty of recruiting and how the current workforce will need to adapt to this ongoing challenge. Roy emphasised the need for Jersey to take bold action now as recruiting difficulties are only likely to become more of a challenge for Jersey moving forward.



Our Local Speakers included Ann Morgan one of FNHC's Clinical Nurse Specialists and the head of Public Health Jersey Professor Peter Bradley. Ann focused her talk on frailty and the large impact that slips, trips and falls can have on the elderly. Ann explored how having a fall can impact your life and highlighted what clinicians and commissioners can do to reduce the risk of people having a fall. Peter presented local data related to Jersey's aging demographic, he discussed how the Public Health Strategy for Jersey will try to help older people live more healthy lives.



Strategic Priority — To Take A Lead
Providing Jersey's Community H

The Discussion

Stephanie Craig from the Royal College of Nursing and Wendy Buckley from Dementia Jersey discussed how to make our communities and businesses more Dementia Friendly. Vic Tanner Davy from Liberate and Paul Simmonds from Age Concern Jersey talked about health inequalities for older people. Dr Patricia Tumelty and Alex Huelin from MIND Jersey and Claudia Andrade and Emma Sterry from Jersey Sport/Move More discussed the services that their charities offer to older people.

Attendees highlighted the desire for greater communication in the Jersey health sector, the 2023 conference allowed clinicians across the island to create new and strengthen existing working relationships. Thanks to the conference, FNHC has become the Channel Islands hub for the Institute of Health and Social Care Management (IHSCM) and has signed up to become a Dementia Friendly Employer.



Institute of
Health &
Social Care
Management



Looking forward to 2024

With 78 attendees, the 2023 conference was a resounding success. A 16 % year on year increase in attendees shows that there is a real desire to share ideas in Jersey. Everyone who provided feedback about the conference felt it fulfilled their expectations and that they would recommend it. We look forward to our 2024 conference which is themed around “Authentic Leadership”, we hope you will be able to join us .

“It is great to have such first class speakers in Jersey”

Leading Role In Health Care





Staff Achievements

Education And Development

At FNHC we know that well trained staff are the key to delivering the highest quality care to patients. FNHC registers staff on more than 60 courses, many of which are organised internally by our specialist nurses. FNHC works collaboratively with a number of partners including Jersey General Hospital, Jersey Hospice, MIND Jersey, Jersey Recovery College and the Safeguarding Partnership Board to offer shared training opportunities. All new clinical staff are required to complete at least 40 hours of training plus any additional role specific training. All staff have continuous personal development plans so that they can learn new skills and refresh old ones. In our most recent staff survey 96 % of staff said they had the skills needed to do their job and 87 % of staff were satisfied with training opportunities at FNHC.



Celebrating Achievement

At FNHC we want to celebrate all the great work done by our staff which is why we host an annual staff awards evening. This year our prestigious William Glasson Award was awarded to Debra Hennessy, FNHC's Baby Friendly Facilitator and Breastfeeding Lead for her outstanding work in encouraging and supporting breastfeeding mothers in Jersey. We would like to thank our Patron Sir Timothy Le Cocq and Deputy Karen Wilson for presenting awards.

- Team of the Year – School Nursing Team
- Suzanne Middleton Memorial Award – Suzanne Middleton
- Exceptional Service Award – Angela Stewart and the District Nursing Teams
- Excellence in Care & Quality Improvement – Linzi Maddox
- Small Change, Big Difference Award – Carol Cairns
- Fundraiser of the Year – Georgina McDonald
- Support Staff of the Year – Alan Keen
- Outstanding Contribution to Community Healthcare – Louise Hamilton
- William Glasson Award – Debra Hennessy



Strategic Priority — To Grow A Sustainable And Skilled Workforce

Nourishing Talent

FNHC is proud to boast a culture of professional development. Last year Marcia and Michael left our Home Care team to pursue Nursing degrees. Whilst it was sad to see them go we are immensely proud of them both for taking this big leap forward. They had these kind words to say about their time at FNHC.



“I joined FNHC in 2019. My experience working in the home care team significantly influenced my decision to pursue a degree in nursing. I would like to express my sincere appreciation and admiration for the outstanding leadership, friendship and management skills demonstrated by the home care manager Teri O'Connor. Teri's ability to show empathy and be supportive significantly contributes to the success and positive atmosphere within her team. Teri is committed to employee development and demonstrates this by encouraging the team to pursue their goals, enhance their skills and advance their careers. I would be delighted to return to FNHC after obtaining my degree as I believe in the organisation's commitment to providing exceptional care and fostering professional growth.” Marcia De Freitas

“My time at FNHC has given me invaluable experience in healthcare, and has really helped me on my path towards nursing. I gained a wide range of experience supporting service users with medication needs, continence needs, catheter and stoma care, and personal care – this made me realise that I would like to do further training and gave me good examples to discuss during the nursing interview process. Throughout my time at FNHC, the management team have always been very supportive, friendly, and approachable – it's not an exaggeration to say that it is one of the best teams I've worked in, and I'm happy that I'm able to stay in contact by joining the bank staff register at FNHC.” Michael Szpera





Recognition and praise for our services

FNHC is commissioned by the Government of Jersey to deliver community healthcare. As a longstanding and trusted Government partner, FNHC’s responsibilities have developed over time to encompass many essential community health services including District Nursing, Health Visiting, School Nursing, and Intermediate Care. To improve care services, care quality and patient outcomes, it is essential that FNHC continues to work in partnership with the Government to deliver excellent community healthcare to islanders. The Chief Officer of Health and Community Services had this to say about working in partnership with FNHC.

“The Government of Jersey commissions a range of adult and children’s community nursing services from FNHC. These services are part of a wider range of health and care services delivered to Islanders in the community, helping to avoid unnecessary admissions to hospital and providing timely discharge. FNHC support the island wide system joint working initiatives, supporting the Health and Care Partnership Group and Community Forum. We recognise the importance of health and care in the community and enjoy working in partnership with all our community partners.”

Chris Bown — Chief Officer of Health and Community



All four of our divisions are inspected on an annual basis by Jersey’s independent care regulator the Jersey Care Commission (JCC). FNHC are immensely proud of how well our services have performed during JCC inspections. In 2023, the JCC listed no areas for improvement for three of our four services.



“Feedback from care receivers and their representatives was consistently complementary regarding the care they received and the staff, skill and approach. Care receivers described feeling safe and respected. It was noted the multidisciplinary structure of the specialist team was able to support care receivers changing needs and avoid or shorten hospital admission. Feedback from professionals external to the service was that the staff had a high level of clinical knowledge and skill, were responsive and advocated for care receivers. “.

Jersey Care Commission RRRT Inspection Report

Thankyou

Community fundraising making the difference

FNHC's charity work is dependent on donations made by islanders. Support from the community helps us to continue to provide the best possible care with dignity at the core of our service. FNHC raised a total of £103,000 through general fundraising activities last year. We received £518,000 from islanders leaving gifts in their wills. We would like to thank islanders for their generosity as your individual donations have enabled us to extend our offer of care with new roles and services.

A vital contribution

We also extend a big thankyou to all the corporate sponsors, grant giving bodies, event partners, corporate benefactors and commissioning agencies who have supported and worked with us this year.



Get Involved And Donate



Scan to donate

We recognise that everyone can help in different

Legacies

Please think of us when you are planning your future. Leaving a legacy or gift in your will to FNHC is a really impactful way of helping our charity.

Monthly Donations

Monthly donations by direct debit are a key part of our charitable income.

Draw Club

You can enter our Draw Club for the chance to win cash prizes on a monthly basis whilst supporting the charity's fundraising efforts. fnhc.org.je/support-us/shop/draw-club

Raise Money For Us

If you are entering a team for the Jersey Marathon or are embarking on a sponsored trek, cycle or adventure, then we would love for you to consider FNHC as the recipient of your fundraising efforts. For more info please get in touch with our fundraising department at fundraising@fnhc.org.je



Events

We host a number of fundraising events including our Colour Festival and Golf Day events You can also join us at our Community Healthcare - Have Your Say events.

Share Our News

Living on a small island means that news travels fast! Please help us communicate what FNHC does in the community with your family and



Join our events

Colour Festival

18th May 2024

The FNHC Colour Festival is a celebration of Life for the whole family. The festival includes a 5km colour run (or walk) and DJ on the beach at St. Helier. For the colour run, participants pass through colour stations where they are showered with different coloured environmentally friendly coloured powdered paint all whilst raising funds for FNHC! We would like to give a big thanks to Appleby, Stonehage Fleming, Jersey Freemasons and Viberts for sponsoring the Colour Festival in 2023.



Golf Day

20th September 2024

The FNHC Golf Day is a team fundraising event that raises general funds for FNHC. Hosted by La Moye Golf Club, 24 teams of four play a friendly but competitive round of golf. There are prizes up for grabs for the best team and lunch is provided for all teams. There is also a charity raffle and auction. We would like to give a big thanks to La Moye for hosting and Grant Thornton for sponsoring the Golf Day in 2023.



Event Sponsorship

Do you want to be a corporate sponsor for one of our events? To find out more about our current sponsorship opportunities please contact the fundraising team by phone at 01534 443666 or by email at fundraising@fnhc.org.je.



Donations

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

fnhc.org.je/support-us/donate



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



Family Nursing
& Home Care

Start well, live well, age well

Tel: 01534 443600

Email: enquiries@fnhc.org.je

Address: Le Bas Centre, St Saviours Road,
St Helier, Jersey, JE2 4RP.