



# Family Nursing & Home Care

Start Well, Live Well, Age Well

## Impact Report 2024



[www.fnhc.org.je](http://www.fnhc.org.je)



# Who We Are

Family Nursing & Home Care (FNHC) is a Jersey charity. Our 192 staff provide or support the provision of essential community healthcare services to islanders as close to home as possible. We deliver care in people's homes, in schools and in community clinics. Our ethos is to help islanders to start well, live well and age well.



## Services we provide for the benefit of Islanders

### **Child and Family Services**

- Baby Steps Programme
- Health Visiting
- School Nursing
- Children's Community Nursing Team
- MECSH Programme
- Child Accident Prevention

### **Adult Services**

- District Nursing Teams
- Clinical Nurse Specialists
- Rapid Response and Reablement Team
- Home Care Service



## Our Mission

To ensure the best community healthcare possible is provided to each islander to support them to start well, live well and age well

## Our Vision

To be the Island's leading nursing and care service in the community

We will provide services that allow people to be cared for and remain at home

We will provide services that support families from pre-birth to adulthood

The care we give will be compassionate and excellent to enable islanders to live their life as fully as possible

We will develop and improve to ensure that islanders receive the best care possible

## Our Values

To show kindness

To be courageous

To care

To be compassionate

To be committed to always providing the best





# Our Committee

The Committee's role is to provide strategic direction, support the leadership team, and ensure good governance within the organisation. To enhance our governance function and provide greater scrutiny, two Sub-Committees meet throughout the year, allowing us to examine in more detail how effectively FNHC is operating. The Finance Sub-Committee oversees our financial activities, performance, corporate risks, and auditing processes, focusing on best value and cost-effectiveness. The Clinical Governance Sub-Committee reviews the quality assurance of clinical practices across all our care services. FNHC adopts a positive and rigorous approach to clinical governance, emphasising learning and improvement. This includes reviewing all reported incidents and accidents, which may require deeper analysis by the clinical team and result in changes to practice. For example, this year improvements have been made in how we assess and monitor pressure ulcer risks in vulnerable patients.



Christine Blackwood  
Vice Chair

**"On behalf of the Committee, I would like to thank our amazing staff for their dedication and commitment to delivering high-quality care, where the patient always comes first. I would also like to thank our patients, their families, and all those who come into contact with our services for their support and kind comments and letters we have received over the past year"**



Philip Josue Romeril  
Committee Chair



Kristie Potts  
Treasurer



Philip Cameron Taylor



Alan Merry



Cirsty de Gruchy-Moseley



Dipak Vashi

## An Introduction from our CEO



Why do any of us do the work we do? If it is because we want to make a positive difference in the world in which we live, working at Family Nursing & Home Care enables our staff to do just that. Our FNHC Mission “to ensure the best community healthcare possible is provided to each islander to support them to start well, live well and age well” supports us in making a positive difference and brings together like minded and skilled people to achieve the best health outcomes possible for islanders in Jersey. But, as a team, we are always asking “How can we improve the health outcomes for islanders even further and make the funds we receive stretch further without reducing the quality-of-care people receive? How can we have a greater impact?”

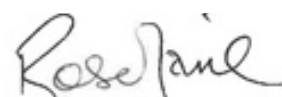
Despite successive governments around the world repeating a vision of health services being focused on communities rather than hospitals, that vision is very far from being achieved. The failure to grow and invest in primary and community health services ranks as one of the most significant and long-running failures of policy and implementation. If this shift in focus does not happen, more expensive hospital units will need to be built to manage people with acute needs, that could have been prevented or better managed.

What changes can we make in Jersey to improve the health outcomes and increase the impact of every health pound spent? Three suggestions include reviewing:

- hierarchies of care – currently, presenting urgent problems take priority over longer-term issues, for example treatments for urgent medical problems take priority over services that prevent the development of problems.
- current short-term approaches to return on investment
- current financial structures providing health services, as they do not sufficiently support a focus on primary and community health

Jersey is a very small island, and we cannot realistically deliver all the complex health solutions here; our island needs to increase generalist and multidisciplinary integrated team working. At FNHC, working alongside our General Practitioners and Ambulance crews, we are trained to be able to hold risk and to enable people to live healthily in their communities, but we require the whole health care system to work together around the health needs of islanders to really increase our impact on reducing ill health. Community health care providers are skilled in rapidly assessing the root cause of a person’s health issue and identifying what that person really needs from the health and care system. We see people in their usual day-to-day setting and get a glimpse into their holistic needs. A clinician in the Emergency Department won’t see an asthma patient’s damp housing conditions or the hidden family stresses of a person with a chronic condition, but a community-based health care provider might be able to. This opens up opportunities for us to bridge the gap between all the involved providers by providing preventive, person-centred care there and then.

As you will see in this year’s Impact Report, we are delivering a lot of community health care extremely well here in Jersey, but to increase our impact further we all need to integrate care around the needs of the individual, with a focus on earlier interventions that are delivered in the individual’s home or local clinic. We invite you to support us to deliver more joined up community-based health care here in Jersey.



**Rosemarie Finley**  
Chief Executive Officer



# Maximising Our Impact

## A 'Value for Money' Service for Islanders

'Value for Money' can be defined as making the optimal use of resources to achieve the intended outcomes, as measured by the following criteria:

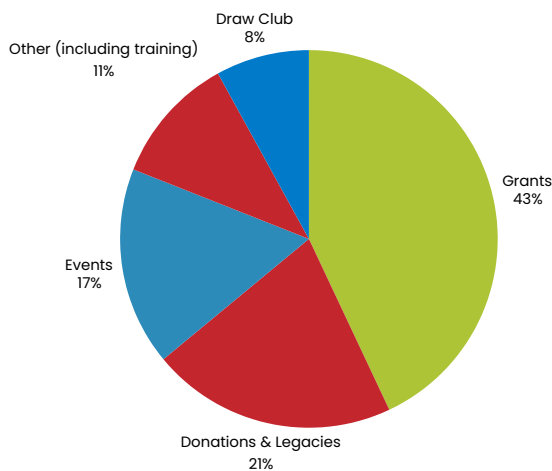
**Economy:** minimising the cost of resources used or required = *Spending less*

**Efficiency:** the relationship between the output from goods or services and the resources to produce them = *Spending well*

**Effectiveness:** the relationship between the intended and actual results of spending = *Spending wisely*

**Equity:** the extent to which services are available to and reach all people that they are intended to = *Spending fairly*

(National Audit Office)



This Impact report will evidence how FNHC provides an efficient community healthcare service that provides 'Value for Money' whilst maximising positive health outcomes for Islanders.

We are grateful for all the donations we receive and full details of our audited accounts are available on our website.

### FNHC Charitable Income in 2024

In 2024, our charitable income paid for a number of specialist practitioners, such as 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 was 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.





## Our Main Achievements In 2024

**FNHC achieves  
full UNICEF Baby  
Friendly  
Initiative  
accreditation**

**Jersey Post  
nominate FNHC as  
their Charity of  
the Year for 2024**

**Over 1,500  
individuals  
attend training  
provided by our  
Education &  
Development  
team**

**Commencement of  
centrally funded  
wound dressings and  
medical hosiery  
scheme for islanders**

**91% of our staff  
would recommend  
FNHC as a place to  
work**

**Over 1,500 islanders  
participate in  
FNHC's Colour  
Festival to raise  
funds for our  
paediatric palliative  
care service**

**Government funding  
secured to provide  
commissioned  
services for next three  
years from 2025**

**96% of our  
patients rated  
their experience  
as 'Good' or  
'Very Good'**

**Charitable grant  
helps fund FNHC's  
new electronic  
Human Resources  
Management  
System**

**FNHC Health  
Visitor becomes  
Jersey's only  
accredited  
Lactation  
Consultant**

**Education and  
Development  
team complete  
move to new  
premises at  
Britannia Place**

**FNHC shortlisted  
for national  
Patient Safety  
Award**





# Child and Family Services

## Making a Difference

### Health Visiting Team

The 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. The service is led by a qualified Health Visitor and includes highly trained Community Staff Nurses and Community Nursery Nurses.



“Health visiting to me is about being interested in people, having an open mind, open heart, and open ears, asking questions, and building relationships. I love it when parents share photos and videos of their little ones growing up, crawling and walking for the first time, saying their first words, and even smiling and giggling for the first time. A bond is built, and they are unconsciously welcoming me into their extended family. I have been told that just having someone on the end of the phone reassuring, advising, empowering, signposting and most importantly not ‘judging’, may seem simple but has prevented parents getting stuck in a hole of despair and stopped them feeling alone”

**Abi Cooper – Health Visitor**

### School Nursing Team

The School Nursing team works across all schools in Jersey. Led by a Specialist Community Public Health Nurse, the team includes qualified school nurses, staff nurses, Mental Health Practitioners and nursery nurses, with a breadth of qualifications, providing expertise in areas such as mental health, continence, and nutrition. The team also work with other agencies to support children and young people to improve emotional health and well-being outcomes.



“As a student nurse I was on placement with a school nurse who really inspired me. Watching her build relationships and the support she gave whilst enabling children with health needs to be in school was very powerful. I enjoy working with children and supporting families. Every day is different, and we get to meet lots of amazing children. We are very much advocates for children – being a child’s advocate is the most rewarding part of the role”

**Linzi Gilmour – School Nursing Team Lead**

Family Nursing  
& Home Care



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# Child and Family Services

## Making a Difference



### Children's Community Nursing Team

The team comprises of highly experienced Paediatric Nurses and care staff who support children who are acutely unwell, children with complex, long term needs who require nursing care within their own home and/or other community settings. Nurses and health care assistants are also based at Mont a l'Abbe School and deliver care to children whilst they access education. The team also provides palliative care and support to children with life limiting or life threatening conditions.

### Samuel's Story

Samuel's parents Jenny and Jack recall their first meeting with the Children's Community Nursing Team, having just returned home to Jersey with their previously healthy 4 year old son Samuel, who had just spent 10 days on hospital in Southampton receiving treatment for uncontrolled seizures. Understandably, the family were in complete shock at this time but said that "From the moment we met the team they were helpful, supportive and compassionate. Anna-Marie visited our house to check Samuel's blood pressure and from the first visit ensured he felt comfortable and at ease".

The team visited Samuel's school to educate the staff about epilepsy, seizure management and emergency medication administration. Jenny explained that this made a huge impact as it meant that "Samuel could attend school for a few hours without Mum having to wait nearby in case Samuel had a seizure".

A few months later Samuel needed a nasogastric tube for medication administration. The team supported with organising the necessary equipment and for Samuel's three monthly tube replacements to be undertaken at home. Jenny explained that "this made a big difference as it enabled Samuel to be relaxed in his own environment rather than the additional anxiety of attending hospital. On every visit the team have spent time with Samuel, genuinely listening to him and building his trust before undertaking any medical procedures. This has had a massive positive impact".

Jenny and Jack want to express their thanks to the team, saying "In what have been very challenging times the CCNT have made a huge difference. We are incredibly grateful for all the support received and want to say a huge thank you to every member of the highly compassionate team".





# Child and Family Services

## Making a Difference



### Baby Steps Programme

This Programme equips parents-to-be with a wide range of information, support and advice as they prepare for life with a new baby. Groups are run by expert and specialist trained nurses, midwives and health visitors, supported by specially trained Baby Steps facilitators.

**573 parents attended the Baby Steps Programme in 2024**

**716 births registered in Jersey in 2024**

**34% of parents who attended did not have English as their first language**

*"The midwives and facilitators were very friendly and knowledgeable and answered all my questions"*

*"Excellent trainers who have been so helpful and helped us feel supported. Thank you"*

*"Loved every minute and learnt so much. Feeling so much more positive and less anxious about having my baby now. Thanks all!!"*

*"The course was amazing! I learnt so much and I feel so much calmer going into parenthood"*

**Feedback from parents attending the Baby Steps Programme**



### MECSH Programme

This evidence-based Programme is available to parents or families in Jersey who need extra help to ensure their child has the best possible start, regardless of circumstance and to support them as they transition to parenthood.



### Baby Friendly Initiative (BFI)

This is an evidence-based programme developed by UNICEF and the World Health Organisation to better support families with feeding, developing close, loving relationships and ensuring that all babies get the best possible start in life.

Debra Hennessy, BFI Breastfeeding Specialist Health Visitor, leads the programme and provides support to mothers and families until parents choose to end their breastfeeding journey.



**"Family Nursing & Home Care has recently been awarded Stage 3 UNICEF Baby Friendly accreditation. This means that the organisation is now fully accredited as Baby Friendly, having previously met the requirements for Stages 1 and 2"**

**Debra Hennessy, BFI Breastfeeding Specialist Health Visitor**





# Child Accident Prevention Jersey (CAPJ)



This service provides expert education around child accident prevention with the aim of reducing accidental injuries to children aged 0-16. Working alongside a number of stakeholders, the CAPJ Co-ordinator facilitates and delivers educational programmes focused on child safety and accident prevention using local knowledge, expertise and shared resources.



## Making a Difference – Safety Talks



### **Safety Sam Comic Talks**

This year's comics featured Beach Safety, Home Safety, Helmet Safety and Road Safety, how to contact the Emergency Services and what to do in the event of a fire at home.



### **'Speak Dog and Stay Safe'**

This campaign is designed to teach Year 1 children about how to behave around dogs and recognise when dogs are unhappy.



### **'Make The Call'**

This educates children in Key Stage 2 about how to make an appropriate and effective 999 call.

"Well structured and organised. The children were very engaged and learned lots of important information"

"Very engaging and catered well to the children's level. The children responded very well - thank you!"

"Great presentation. Children were really engaged and remembered the learning"

"Brilliant as always! Thank you"

**Safety Talks – Feedback from teachers**

*"I love being in schools and meeting all the children. It's a great feeling knowing that the information we have delivered will help to keep them safe for years to come"*

**Mandy Le Tensorer**  
**CAPJ Co-ordinator**





# Child Accident Prevention Jersey (CAPJ)

## Making a Difference – Safety In Action

Safety in Action (SIA) is an annual event organised by CAPJ. The event aims to teach children how to manage their own risk through the six educational interactive workshops covering road safety, play safety, kitchen and home safety, fire safety, first aid and water safety. Expert professionals from CAPJ partner organisations provide information on how serious accidents and unintentional injuries can occur to children in Jersey and what they can personally do to reduce the risk of being injured. Learning objectives are identified from national and local unintentional injury statistics.



“Children loved it very educational, learning so much and were very excited”

“Excellent recap of safety messages given at Swim Safe - children will retain the information”

“So important for our children to experience this event – it gets better every year”

“All workshops were fantastic, very informative and clear messages delivered”

“Excellent, very well explained, practical and interactive, taught children how to act in a real situation”

“Very knowledgeable and kept children engaged, the children loved the real life smoke”

**Feedback from teachers/teaching assistants**



**1,038 Year 5 children from 33 island primary schools attended Safety In Action in 2024**



“

“Unintentional injury is the leading cause of death and illness among children aged 1 to 12 years, and nationally causes more children to be admitted into hospital each year than any other reason”

**SIA 2024 Report p5**

”

75% of students had talked about or shared information they had learnt from attending Safety In Action 2024, with those that looked after them and with friends.

98% of students enjoyed their visit to SIA 2024.

**Post SIA 2024 student feedback**



# Adult Services

## Making a Difference

### District Nursing Teams

Our District Nursing teams provide expert care to patients over the age of 18 in individuals' homes, residences and clinic settings. Our staff support islanders to help them avoid and reduce the impact of illness, working with people to try to limit disability or incapacity and shorten the duration of illnesses. Our services include bladder and bowel care, wound care, management of long term conditions and palliative and end of life care.



### Ann's Story

Ann was delighted to share her experience of being supported by the District Nursing Service. She was already aware of the work of Family Nursing & Home Care when the district nursing service took over delivery of her clinical needs some three years ago. Both Ann and her daughter Ashley recall that they went through "an anxious time" when they were advised that their previous care provider would not be able to continue their visits to Ann. However, their anxiety was soon allayed when District Nurse Team Lead Angela first made contact and visited Ann's home to complete an assessment of her needs. Ann said, "It felt like a cloud lifting" and she had "total confidence" in the service provided.

Ashley explained that her Mum has daily morning and afternoon visits which they both look forward to, saying that the District Nursing Team were a "breath of fresh air" and "Every time they come they always ask if there is anything else they can do, they always have a smile, and we couldn't do without them". Ashley also commented that their support extends to the wider family as well "They are compassionate and caring for the whole family, they always ask me how I am too, and are very supportive".

Both Ann and Ashley wished to express their gratitude to members of the whole team who visit them. Ann said, "The support they give is fantastic and so caring. We owe them everything, they are a credit to the uniform they wear and to Family Nursing & Home Care".





# Adult Services

## Making a Difference

### Rapid Response and Reablement Team

Care varies depending on the patient need, from receiving clinical assessments and intravenous antibiotics, to occupational and physiotherapy reablement support to regain independence and remain at home. During 2024 the Rapid Response and Reablement Team (RRRT) supported 834 patients to stay at home, freeing up over 5,000 hospital bed days and attendances.



“

“Closer working with our District Nursing colleagues has been implemented, including daily patient conversations between both services. This increased focus on working together has enabled patients to be discharged from hospital more promptly, whilst making the most efficient use of FNHC services to ensure safe and effective care delivery”

**Louise Dryden Team Lead RRRT**

”

### Alan's Story

St John resident Alan Jarrett has nothing but the highest praise for the service he received from the Rapid Response and Reablement Team (RRRT). Alan was initially admitted to hospital with an infection in his leg which required administration of intravenous antibiotics. After a few days he was deemed well enough to be discharged and beforehand, he was visited by a member of the RRRT. As Alan recounts, “Jenny explained things very clearly about what to expect once I got home. Both myself and my son were very impressed with the service, Jenny was very professional, I felt at ease and that nothing was too much trouble”.

Once home, Alan had daily visits from a number of different nurses from the team to continue his intravenous antibiotic treatment. Alan says that he was impressed with how each staff member was so thorough in their work, taking time to explain and gain consent before any care was delivered. Alan said “They were always trying to do their best for you, putting your mind at ease and keeping you informed and involved. I felt confident, reassured and safe in their care”.

Alan would like to express his thanks to the team for supporting his recovery “They are all brilliant, a lovely bunch of people and Jersey is very lucky to have this service”.







# Home Care Service

## Making a Difference

Our Home Care service has been operating in Jersey over 50 years and supports Islanders over the age of 18 to maintain their health, wellbeing and independence and remain in their homes for as long as possible.

An experienced team of carers deliver person-centred care to people with complex needs, including urinary catheter and stoma care, Percutaneous Endoscopic Gastrostomy (PEG)(feeding tube) management and end of life care.



### Upskilling our Staff – Teri O'Connor Registered Manager

As the Registered Manager my main aim in 2024 was to focus on the provision of clinical care in the community. We have been improving the team's fundamental skill set to include training in urinary catheter, stoma and PEG care, oxygen therapy, palliative and dementia care. By extending staff knowledge and skills, we are now able to assist with supporting clients with more complex care packages, enabling them to live fulfilled lives at home and providing an excellent level of care to Islanders.

Through provision of training, workshops and collaborative working we can provide consistent and compassionate palliative care. We understand the sensitivities around end-of-life care, through supporting the individual alongside their family.

Increasing our staff's knowledge of pressure area and wound care has also been a focus in 2024. Our carers complete the same core training in these subjects as our District Nursing colleagues. Shared care plans also ensure that our carers have an exceptionally good understanding of the importance of early intervention in pressure area care. Knowing how to identify vulnerable areas prior to any skin breakdown ensures we can communicate concerns to the District Nurses at the earliest possible opportunity, reducing the risk of potential skin damage and improving outcomes for clients.

We work alongside and refer clients to our Falls and Frailty Specialist to identify preventative measures to reduce risks, reinforce carers awareness and decrease hospital admissions. I am proud of what our Home Care team has achieved during 2024. The progress made, positive outcomes identified, and complimentary feedback received demonstrates the commitment and hard work of our dynamic team.



# Home Care Service

## Making a Difference

“We have been overwhelmed by the incredible care your team have shown to Dad, during the past few weeks. The professional manner each and every one of them shows is incredible. They all bring their own personalities to the house, all brightening his day and making him smile. You really are an awesome team and we literally could not have coped without you”

**Compliment from a client's family**



### Positive feedback from a Home Care Client

“Since I first met the team, I felt relaxed and respected. They were nice, and I had a good first impression. My dignity was kept intact, and I felt heard. When my temporary package ended, I decided to continue with the homecare visits because everyone was so nice, and I could genuinely feel the benefits of having someone help me.

After my health condition changed, I do feel that the team adapted to my new needs and involved me in the process. It's been a good transition. Having the carers has also positively impacted my family. It gives my son, who is with me 24/7, and my daughter a much-needed respite. It allows for a mother-son relationship, rather than him being in the carer role all the time.

I'm very happy with the team of carers. They're all fantastic. If asked, I would definitely recommend FNHC to others. In fact, I already have, and my relative was very happy with the care they received as well. Overall, I don't have anything else to add – you are all brilliant and do everything very well”





# Update on 2023 Initiatives: Making a Difference in our Community

## Falls and Frailty Service

Falls and Frailty Practitioner Paul Gartshore's role has continued to develop during 2024 and Paul told us what this involves:

"Recently, someone asked if my days were boring and the same every day – but far from it! Since it's a relatively new service, every person I see is different and the service is developing rapidly. I hope we, at FNHC, can continue to support Islanders as well as those who care for them. The picture opposite is from a St Clement's Parish Hall group where they regularly have about 100 parishioners meeting. It was a great opportunity to chat to everyone about keeping well and offer information like the "Get up and Go!" booklet".

A grant received late in 2024 from the Association of Jersey Charities will enable this valuable work to continue into 2025.



## Childhood Health Improvement Pilot The HENRY Programme

Funded by a grant from the Jersey Community Foundation in 2023, the HENRY Programme was launched by FNHC in Autumn 2024. This 'free at the point of delivery' programme offers a proven approach to support parents to change family lifestyle habits and behaviours and provide a healthy start in life for their children. Feedback from parents who have taken part so far has been overwhelmingly positive:

*"The Programme provided a clear, self-explanatory framework that helped us agree on the same guidelines. It brought us together as a family, helping us align on things like bedtime routine, exercise routines, screentime and meal times. No child is the same and it is all about the little steps and tools provided by this programme which we are so grateful for."*

*"I started the HENRY programme because my 4 year old was really picky with food and refused to eat by himself. I learnt a lot about healthy food and habits, so my husband and I made some changes with the skills we learnt through the programme and improve our lifestyle, dinner is not a battle anymore, I wished I had started it before"*

Alongside further face to face sessions, an online option will be offered from January 2025 to improve accessibility to the Programme for parents. Future funding is being sought to enable the Programme and Workshops to continue when the pilot project finishes in May 2025.



15 families  
supported by the  
HENRY  
Programme in  
2024

Parents  
supported in  
group  
sessions and  
1-1 sessions

HENRY Healthy  
Eating Workshop  
delivered to one  
primary school in  
2024





# Update on 2023 Initiatives: Making a Difference in our Community

## Jersey Integrated Lower Limb Service (JILLS)

The JILLS Leg Lounge was launched in February 2024, made possible via funding from the 'Connect Me: Connecting Our Communities' Grant Scheme in 2023. Twice monthly drop in sessions at the Wholly Ground Café in St Helier are open to anyone with a lower limb condition such as leg ulcers. The sessions provide a friendly and supportive space to enable individuals to meet others experiencing leg issues and receive advice and support from FNHC's specialist nurses Gilly and Caroline.

As a new service, attendance was initially restricted to current FNHC patients by invitation only, in order to gauge the level of interest. Speaking after the first session, Gilly was thrilled with how the new initiative had been received. She said "We had four men aged from their 40s to 60s, none of whom knew each other previously. Everyone spoke openly and felt comfortable sharing their thoughts and personal experiences of leg issues, and found this helpful. They all liked the venue and looked forward to attending the next session".

Plans for 2025 include the development of new information resources and taking the Leg Lounge 'on the road' to events and community groups to increase awareness and engagement.



## Health Visiting Pilot – 3 Year Developmental Reviews

Supported by funding from the Best Start Partnership, the second phase of the Integrated Review pilot which had commenced in late 2023 was completed in Spring 2024.

Feedback from the pilot scheme was overwhelmingly positive from both parents and practitioners, with 98% of parents who responded expressed that their experience of the service was positive. Parents appreciated the opportunity to discuss identified needs of their children and make a plan together. For children with no identified needs, this evoked a recognition of achieving important milestones in their development.

The report on the pilot findings published by Best Start Jersey highlighted how valued the appointments were by both practitioners and parents who took part. It recommended that the 3 year developmental reviews be rolled out universally to all 3 year olds in Jersey. It is envisaged that this service will be launched in early 2025, with families encouraged to sign up to take part when contacted by Family Nursing & Home Care.



# Community Healthcare Have Your Say

## Making a Difference – Feedback from the public

As part of FNHC's ongoing aim to provide needs-led services, in January and April islanders were invited to two Community Healthcare 'Have Your Say' events at the Town Hall to share their views and experiences of living with Diabetes.

In July various members of FNHC staff manned a stall at the Co-operative Grand Marche store in St Helier to gather comments and feedback from islanders about FNHC's services.



"They listened to me. Some days I was weak and needed more support"

"They were kind and caring"

"Brilliant"

"Thank you for all you do"

"Fantastic service to help people stay in their own homes for help and treatment"

"Excellent service, can't fault FNHC"

"You were fantastic for my Mum and Dad at separate times"

"Very efficient and looked after on time and kept in touch"

"I found everyone very friendly and caring"

"Lovely smiley faces"

"Completely satisfied, very caring all the girls were so good to him"

"For my husband you were all very helpful. Wonderful!"

"Thank you for being there"

**Feedback received from patients about FNHC services**



*"Our 2024 community health care pilots and 'Community Health - Have Your Say' events have given FNHC a clear understanding of the community health priorities we have here in Jersey. We are busy trying to raise funds to support these key priorities - all of which focus on earlier interventions and health promotions, because we know that it is better to avoid ill health than treat ill health"*

**Rosemarie Finley CEO**



# Making a Difference – Facilitating Innovation

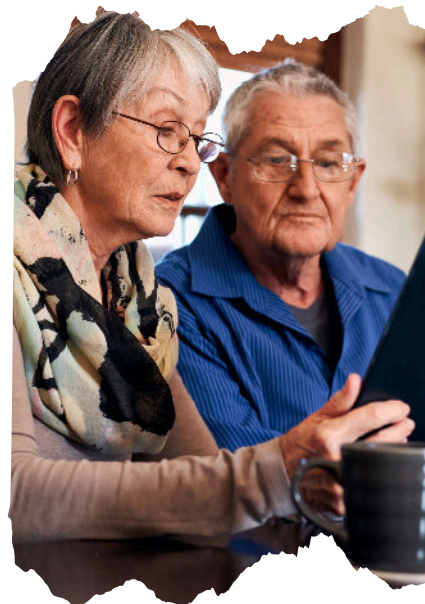
## CareTech Challenge

2024 saw the launch of the CareTech Challenge, a grant programme funded by the Government of Jersey and delivered by Digital Jersey. Its aim was to find innovative ways to address the challenge of growing numbers of older islanders requiring long term care.

FNHC's aim is to be able to apply risk stratification principles to the islander's health needs to improve effectiveness and efficiency of the community health response and improve utilisation of resources, as service demands increase in line with an ageing population. FNHC's proposal focuses on identified areas of need, where the primary beneficiaries will be elderly residents of Jersey, particularly those at risk of falls, living with diabetes, or managing chronic wounds. These individuals often require consistent monitoring and timely interventions to maintain their health and independence.

The Docobo Remote Monitoring System, which we hope will be funded, will be used to monitor individuals at high risk of falls, provide tools for patients to monitor key measurables such as blood glucose levels, monitor wound healing progress and provide healthcare staff with real time access to patient data, allowing for virtual consultations and more efficient use of resources.

Discussions will continue into 2025 with the aim of making this project a reality for elderly residents in Jersey, ensuring that they can live independently and with a better quality of life.



## Health Care Charities CEOs Forum – Opportunities for Collaboration

The ethos of the Forum is based upon effective collaborative working, openness, trust and transparency, sharing best practice and providing a support network. Since its inception in 2021, its 35 members continue to meet regularly to share information and support. Forum members are focused on meeting the needs of islanders, working together to increase social and economic impact across Jersey.

As a Forum, we have worked together to identify our joined up priorities for 2024 which are aimed at :

- improving Sustainability – supporting each other to improve our ability to plan services with longer term contracts and funding security in place
- improving Data Sharing – building a better evidence base
- addressing inequalities across Jersey with one collective voice





# Education & Development

## Making a Difference



### Identified Priorities for 2024

The Education and Development team identified the following priorities:

- to communicate in the most efficient and effective way, identifying who, how and what we wanted to communicate
- to improve efficiency and processes
- to raise their profile and visibility

During 2024, our Education and Development team have continued to offer a wide range of training opportunities designed to support and enhance the skills of FNHC staff and Jersey's wider care community. They also completed their move to new premises at 2 Britannia Place in Bath Street, St Helier.

In 2025, the team are looking forward to closer collaborative working with government health departments and local charities, to improve educational opportunities for Healthcare Professionals across the island.

*"Our new town location makes it easier for staff and carers across the Island to access our courses and training rooms, thus minimising time spent away from direct patient care"*

**Justine Le Bon Bell – Head of Education and Development**

**1,502**

The number of people who booked on our courses

**99%**

Percentage of attendees who stated they would be able to apply the knowledge learned to their work

**36**

The number of different organisations who attended our training

**72**

The number of different face to face courses we offered

**99%**

Percentage of attendees who stated they would recommend our training to colleagues

### Feedback from course attendees in 2024

*"Didn't think I'd have so much fun on a manual handling course"*

*"Wonderful course and very validating. Great day! Would love to take part again"*

*"Thank you entertaining and inspiring day, enjoyed it and look forward to developing leadership skills"*

*"Best Basic Life Support training at FNHC compared to other organisations I've worked at during my 30 year career"*

*"Thank you so much for an enjoyable course. I have learnt so much, and will recommend it to my colleagues"*

*"I will apply the techniques shown today within my day practice. To not only ensure safety for myself but also for clients"*



# Conference 2024

## People-Centred Leadership

In June FNHC hosted a half day conference on the theme of People-centred Leadership. The organisation was keen to welcome any individuals interested in all things leadership and the wellbeing of their staff to attend, not just those working in a health related field.

Speakers included Paul Murphy from Jersey Business, 'People Like Me' professional coach Dr Julie Luscombe, Jon Wilks, CEO of the Institute of Health and Social Care Management and author and professional speaker Nigel Risner, who was the event's keynote speaker.

Themes for the event included 'Thinking differently as leaders', 'Promoting Compassion in the workplace', 'Identifying the barriers and enablers of effective cultures' and 'Promoting a happy and productive workforce'.

### Feedback from 2024 Conference attendees

"The conference gave many thought provoking moments to take away personally and professionally. A truly great event"

"Such a good selection of speakers and topics! We came away with many ideas we could use at work"

"Excellent conference, applicable to wide audience from diverse organisations"

"Thank you for a fun and inspirational conference. Really high quality speakers"

"All the speakers delivered thought provoking sessions, Julie Luscombe, Jon Wilks and Nigel were excellent"

"The passion and conviction from all speakers. Very moving and game changer"

## Coming up in 2025

With 100% of attendees being 'very satisfied/satisfied' with 2024's event, planning is underway for next year's event. The theme for 2025 will focus on 'Inequalities in Health in Jersey'. We look forward to welcoming you in Autumn 2025.



# Celebrating Staff Achievements & Awards



Staff gathered together in November to celebrate the work and achievements of their colleagues at the annual Staff Awards evening. Invited guests included Assistant Ministers for Health and Social Services Deputies Andy Howell and Barbara Ward, and Jon Wilks CEO of the Institute of Health and Social Care Management.

Team of the Year – District Nursing Central  
Suzanne Middleton Memorial Award – Ellie Thackeray  
Exceptional Service Award – Claire Whelan, Lee Newell and Mary Loughray  
Excellence in Care & Quality Improvement – Gill John  
Small Change, Big Difference Award – Jess Lima  
Fundraiser of the Year – Gilly Glendewar  
Support Staff of the Year – Sue Ashford  
Outstanding Contribution to Community Healthcare – Claire Harvey  
William Glasson Award – Abi Cooper



Ten staff representing all FNHC services travelled to Manchester in September to attend the Health Service Journal Patient Safety Awards, where the organisation had been shortlisted as a finalist for the 'Developing a Positive Safety Culture' Award.

Evotix Safety Systems and Appleby Jersey supported FNHC to make this trip possible.

*"To have been shortlisted was a great achievement and really demonstrates how our values have shaped our culture and as a result we have been able to evidence improved outcomes for islanders. Well done! Everyone at FNHC is a patient safety leader"*

**Claire White, Director of Governance and Care  
FNHC**





# Celebrating Staff Achievements & Awards



**Ann and Justine with QNI Chief Executive Dr Crystal Oldman CBE**

Two staff were awarded the title of Queen's Nurse (QN) in 2024, meaning that the charity now has five nurses with this accolade.

The title of Queen's Nurse is awarded by the Queen's Nursing Institute (QNI) and is available to registered nurses with at least five years' experience working in a community, primary care or social care setting. It is a formal recognition that title holders are part of a professional network of nurses committed to delivering and leading outstanding care in the community.

Practice Development Nurse Ann Morgan and Head of Education and Development Justine Le Bon Bell attended a ceremony in London to receive their Queen's Nurse badge and certificate. These were presented to them by QNI Vice President Professor Dame Elizabeth Anionwu DBE CBE.

Health Visitor and Baby Friendly Initiative Lead Debra Hennessy attained accreditation as an International Board Certified Lactation Consultant (IBCLC) from the International Board of Lactation Consultant Examiners (IBLCE). The IBLCE is an international credentialing body whose mission is to serve the global public interest by advancing professional practice in lactation consultation and support through accreditation.

Debra explained how having this accreditation impacts her practice and support for new parents. "The health benefits of breastfeeding for mother and baby are now widely recognised and mothers feeding their babies breastmilk gives children the best possible start in terms of health and development. The advantage of being an IBCLC and working for a charity like FNHC, is that all mothers who need help with breastfeeding will have access to high quality evidence based information and support that is recognised globally as the gold standard of care, and women will no longer have to pay for and access this service from off island".



**Debra Hennessy: Photo BBC**



# Compliments and Praise for our Services

## Making a Difference – Feedback from the public

“The treatment I have received each week for last few months has been fabulous! And always with a smile!! I am extremely grateful for their care!!”

“I just want to thank you every single person in the rapid response team for their dedication and care they have given me while I have been poorly and learning to walk again after having a fall”

“Your team is a credit to FNHC. All are professional, compassionate, expert & friendly”

“My sincere thanks to the team of nurses at St Peter (clinic). They are so patient, kind and understanding all along with their medical knowledge (and humour)”

“We have been very impressed with the friendly and caring service provided by the DN team. They explained the process clearly and patiently and answered all our questions. They were on time and kept in touch with us exactly as they said they would”

“We have never had need to use your services before but I will certainly be singing your praises and making regular donations in future”

“Thank you for your timely support, quick response and emotional help in pulling together all the necessary care for X and his family in this emergency situation”

“I need to thank you for last week...your kindness and warmth were beyond measure. You went above and beyond for me that day and I am so grateful to you”

“We were very pleased with the service provided by various members of the team. They were very helpful and attentive in everything they did for my husband and I”



# Thank You to our Supporters

## Making a Difference – Donations and Community Fundraising

We were delighted to be chosen by Jersey Post as their Charity of the Year for 2024. Their support included a free advert on the back of one of their eco delivery parcel vans and a leaflet about FNHC was delivered free-of-charge to all 45,000 Jersey households. A cheque for the final amount raised will be presented to FNHC early in 2025.

In 2024, we held a number of very successful fundraising events. Our flagship event, the Colour Festival was a sell out, with a record 1,500 participants raising over £20,000 for our children's palliative care team. We are so grateful to event sponsors Appleby, Stonehage Fleming, Islands Insurance, Jersey Freemasons and Ports of Jersey for making this event possible.

In June the Cowbridge Choir travelled from Wales to Jersey to put on an exceptional performance and raised an incredible £4,925 for FNHC. It was marvellous to listen to over fifty male voices singing in harmony in the beautiful setting of St Helier Methodist Centre. This event was kindly sponsored by Industrial Control Distributors Ltd and the wonderful Les Amis Choir also performed as the opening act. It was certainly an evening to remember and brought much joy to all who attended.

Our annual Golf Day in September featured an 18-hole Stableford competition with shotgun start, followed by a delicious three course luncheon at the La Moye Club House. Various competitions and prizes were up for grabs throughout the day, including a private raffle and auction. This fantastic event was kindly sponsored by Appleby and raised a remarkable £15,000.

Finally, a Charity Quiz in October was hosted by the superb 'More Than a Quiz' team. Over twenty teams took part in what was a highly entertaining and fun evening and this event, including a raffle, raised an amazing £2,200 for the charity.



£50 pays for x5 packs of Feelings and Emotions Flash Cards for the School Nursing team to use in their work



£22 pays for x200 Safety Sam comics for our Child Accident Prevention school talks



*"A huge thank you to all the corporate sponsors, grant giving bodies, event partners, corporate benefactors and commissioning agencies that have supported FNHC in 2024. We are so grateful to everyone who has made a donation, signed up to become a Friend of FNHC, bought a ticket to one of our events, left us a legacy, brought a Draw Club ticket, volunteered at one of our events or assisted us in any other way. This vital support enables us to continue supporting islanders to start well, live well and age well. We appreciate every single one of you!"*

**Kalina Syvret – Head of Fundraising**

### The following initiatives were funded with grants received by FNHC in 2024:

- Condor Community Fund – Purchase of Toe Doppler
- Skipton Community Fund – Equipment for Breastfeeding spaces
- Association of Jersey Charities – Falls & Frailty Practitioner
- Jersey Community Foundation – Tissue Viability Nurse Practitioner
- Co-op Community Fund – Resources for School Nursing Team







# How you can make a difference in 2025

## Join us at one of our Events...

**Colour Festival**  
**Saturday 26th April**



**Annual Golf Day**  
**Friday 3rd October**

**'More Than A Quiz'**  
**Friday 17th October**



## Other ways to get involved...

### Buy a Draw Club ticket

Draw Club gives Islanders the opportunity to win cash prizes each month. The winners are drawn on the last Friday of every month. Each month you could win up to £1,000!

### Leave us a Legacy

A gift in your will to FNHC is an investment in the future of Jersey and will enable the charity to continue supporting islanders to start well, live well and age well

### Personal Fundraising

Get sponsored for an event, undertake a personal challenge, give something up or learn something new. You could even set up donations in lieu of birthday, wedding or Christmas gifts

### Sponsor an Event in 2025

We hold various events to support our charity work and grow our profile. We are proud to enjoy strong relationships with our existing local corporate partners and we'd love to add you to our family

### Become a Friend of FNHC

Friends of FNHC is the best way to support our charity. Become a Friend of FNHC and choose how much you wish to donate and how often, pay online, over the phone or with a cheque

### Set up Payroll Giving

Payroll Giving is a way of giving money to charity without paying tax on it. You can make donations to a nominated charity such as Family Nursing & Home Care, directly from your salary

## Like and Share our News on Social Media





# 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.

**[www.fnhc.org.je/support-us/donate](http://www.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 497600

Email: [enquiries@fnhc.org.je](mailto:enquiries@fnhc.org.je)

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