



# Statement of Purpose

## Aims

The aim of our care service is to fully integrate into our client's lifestyles, making the experience of home care as comfortable as possible for them.

## Philosophy

We work to the philosophy that people's care requirements are as diverse as their personalities and design care packages based on individual needs, routines and day-to-day activities. Our belief in the little things is what makes our care experiences work so well, whether this means brewing that cup of tea just right or checking the shopping list to make sure nothing is missing.

## Services

Our Clients are all adults over 18 years old. Whether someone requires 24-hour care or just a bit of assistance to get them ready for the day ahead, we're here to enhance their quality of life. Our team of professional and friendly Carers are trained to deal with a wide range of care duties and are supported by our Care Managers. Our experience and skills transfer across many conditions and chronic illnesses, such as Dementia, Parkinson's Disease, Multiple Sclerosis, Motor Neuron Disease and many others.

## Process

Before begin working with a client, this five-step process allows us to design a tailor-made care package to suit any needs.

### 1. Initial Contact

A client or loved one will drop us an email, pick up the phone, or visit our offices for an initial chat about the type of care they are looking for and how we can help you to deliver it.

### 2. Informal Meeting

A warm and professional Care Manager will meet the client to discuss their care needs. This is an informal assessment - usually, we pop around for a cup of tea and a chat so that people feel relaxed.

### **3. Designing The Care Package**

Our Care Managers create a care package that is tailor-made to the client. Each care journey is designed around the client's lifestyle, and we consider details like pairing them with the right team of Carers based on skill-set, availability and personality.

### **4. Introduction and Induction**

A Care Manager will attend the first day of care to introduce the client to their new Carer. They will guide the Carer through the processes of the care package to make sure everything is done to the right specification.

### **5. Ongoing Journey**

We continually monitor, review and optimize the care package and make ad-hoc recommendations to cater to any future needs, while ensuring that the people who receive care are involved in making decisions about the support that they get.

## **Protection & Welfare**

An enhanced DBS check is compulsory for all staff joining our team, as is two references and core training which includes:

- Safe-handling
- Safeguarding
- First Aid
- Basic Life Support
- Fire Awareness and Health and Safety
- Dementia Awareness
- Food Hygiene
- Medication safety
- Infection Control

## **Concerns & Complaints**

We take any complaints very seriously. If a client, or a loved one, have any concerns at all about the care we are providing we ask that they call their care manager immediately. We



emphasize the need to early communication to ensure that issues are dealt with as soon as possible and we have a 24-hour support line manned by a care manager available at all times.

## **Our Business**

We are a locally, privately owned, limited company with over 20-years' experience within the healthcare industry. The owner and director of the business Beth Gicquel is a registered nurse who has previously worked as a Care Home and Nursing Agency Inspector. Beth is also an active member of the Jersey Care Federation and regularly engages with the care community. We are a Medium plus home care provider; this means we provide between 600-2250 hours of care per week.

## **Our Team**

Because we provide 1:1 services, our team receives a bespoke roster on a weekly basis, and our clients are then also made aware of the schedule. We employ over 40 members of staff, all with the necessary qualifications and training to carry out their duties to a high standard

Name: Beth Gicquel  
Job Title: Director  
Qualifications: Registered Nurse

Name: Natalie Fromage  
Job Title: Office Manager  
Qualifications: Bookkeeping and Administration

Name: Sam Healey  
Job Title: Office Administration Assistant

Name: Liz Baxter  
Job Title: Care Manager  
Qualifications: QCF Level 3

Name: Donna Kent  
Job Title: Deputy Care Manager  
Qualifications: QCF Level 3

## Staff Rights & Responsibilities

The Code of Practice for professional standards of practice and behavior for Health and Social Care Support Workers in Jersey forms the basis of the Duty of Care that we expect our staff to achieve for our clients. We expect our team to; be accountable, uphold the privacy, dignity, rights, health and wellbeing of our clients, work in collaboration, communicate openly, strive to improve the quality of what they do, and to embrace equality, diversity and inclusion. We rightly also hold ourselves to these same standards as an employer.

## Contact Details

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## Organizational Structure

