

ABOUT US...

Janjer...

.. was started in 2006 by Jerry Oliver, MD, providing specialist advice in care and health to owners and managers of Independent Care Services throughout the UK.

Jerry is an experienced and successful social care and health professional having worked at Director level in the Local Authority, Health and Independent Sector. He has worked in Regulation and Technical/Support services such as: IT; HR; Training; Contracting; Finance and Performance Management.

Why choose Janjer...

Providers do not always have the expertise to resolve difficulties or uncertainties in this rapidly changing area of service provision.

Local Authorities do not always have the capacity to undertake specialist projects.

Janjer provides a cost and time effective solution.

Janjer specialises in: business analysis; auditing; service planning and recovery; dealing with personnel; training; complex investigations and complaints.

Janjer has a full knowledge of information that is most likely to generate results, we find the best approach to deal with Regulators and other officials such as The Commission for Social Care Inspection, Local Authority, Commissioners and Contractors.

If CSCI Inspectors are judging your business as 'poor' or 'adequate' then Janjer will understand the requirements needed and enable your business to make changes to improve standards and judgments.

Janjer has a range of Associates offering a wide range of expertise.

A short injection of expertise is sometimes all that is required .

Where We Deliver...

Our key customers have been Independent Sector Care Providers of Child and Adult Care Services and Local Authorities.

Some of our customers...

**Janjer believes quality lies in teamwork,
good communication, understanding customer's
individual needs and providing a tailored
solution fast and efficiently.
Try us and see for yourself.**

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Care and Health Consultancy

**Providing Independent
Expert Advice**

www.janjerltd.com

SERVICES...

Inspection

The overall judgements of services now being introduced by the Commission for Social Care Inspection are having a significant impact on your business and clients if you are judged to be providing adequate or more importantly poor services.

We have dealt with providers who have been asked to accept reduced fees as their care is judged to be below the National Minimum Standards. We have challenged inappropriate requirements in reports and had them removed, or many consolidated under one requirement. We can help you set in place service developments to improve services and raise ratings.

Advising on new developments, extensions and general applications to register, vary or amend conditions of registration

Assistance with registration of new services or extending existing services. We have had success appealing for clients against Planning and Regulatory restrictions or conditions. We can help with amendments or variances to conditions on your registration.

Proprietors / Owners visits - Regulation 26 Visits

This service includes:

An independent monthly audit of services that bears weight and has credibility for regulating authorities e.g. CSCI, Social Services, Health and all people interested in your services such as potential Users and Carers. Provision of audit report, which is strictly private and confidential for the specific use of the Responsible Individual or nominated person as directed, based upon each Care Standard as stipulated under the Care Standards Act 2000.

Service development help for Care Managers, Responsible Individuals and Senior Staff aiming to ensure good or excellent reports from regulators. Providing supervision and support for Care Managers and Senior Staff on day of visit fully recorded and electronically available.

Care planning, Risk assessments/policies and procedures

For many providers they have ongoing requirements concerning care planning and risk management systems. Every inspection report seems to ask for better evidence or more detail. 'It never seems to be right'. Staff are filling in more and more paper records and spending more time on administration.

Janjer will work with you to improve your service in line with 'key lines of regulatory assessment (KLORA)

We have a complete package including Care Assessment, Care Planning, and Review with interconnected documents in either paper or paper-less versions for immediate use.

This system provides a straightforward approach to pre-admission assessment, care planning identification and review that will improve how staff understand clients needs and identify how best to work and report progress to stake holders interested in the progress of clients placed in your care.

Problems with policies and procedures? Need assistance with quality systems?

have introduced to a number of clients fast practical solutions to these problems. Janjer can supply or help with policies and procedures that are proving to be problematic.

Complaints, Investigations and Representation work

We have represented clients when concerns have arisen in respect to Child and Adult protection. Unless you are experienced at working in these areas with Local Authorities and the Police then significant service disruption can occur. Staff can be suspended for months on full pay.

Investigations can have a large impact on your reputation and referrals to your business. Janjer can act as advocate for proprietors in these difficult situations.

The faster and more effectively these issues are dealt with the less the effect on your business and the care of your clients.

Workforce planning and staff training

Advice on complex staffing disputes or concerns. For many smaller care services, having specialist in-house staff to advise or deal with these issues is simply not realistic.

Carry out audits where required and delivery of training requirements.

Janjer work with Associates offering a wide range of skills whatever your needs, we can assist.

Manage on an interim basis for short periods or support when companies require a more complex solution and implementation for change and improvements.

IT Performance / Management Information

Advice on the tendering and implementation of specialist IT systems and the change management required.

Legal and Insurance Services

For larger care providers assistance and solutions with bad debtors has been a unique area of expertise and advice giving. Janjer in one company alone introduced and implemented systems for the recovery of 350K worth of bad debt from mainly Councils whom they still had to maintain good relations with.

Janjer has helped a number of companies to save considerable sums on their insurance premiums on Buildings, Public, Employers and Professional Liabilities. Savings of 10-20% on existing premiums.

Janjer has access to specialist Legal Services related to regulation, care and health issues.