

Monday 28 February 2022

# The systems and processes that underpin the Long-Term Care Scheme should be reviewed, simplified and streamlined

## Comptroller and Auditor General issues latest report

Comptroller and Auditor General (C&AG), Lynn Pamment, has today, 28 February 2022, published a report on the **Long-Term Care Fund**.

The report focusses on the arrangements for the oversight, governance and performance of the Long-Term Care Fund (LTCF), which provides universal and means-tested benefits for adults with long term care needs. It also evaluates the arrangements for the management, monitoring and performance of the Long-Term Care Scheme (LTCS), through which care needs are assessed and delivered. The LTCS started in 2014 and currently provides care for around 1,400 residents, the majority of whom live in residential care homes.

Lynn Pamment found that the percentage of Jersey adult residents who live in residential care settings is considerably higher than comparative data for England. There is an emphasis in the Jersey Care Model on moving the focus from residential to caring for people in their own homes. At present, the LTCS does not have outcome-based performance indicators or targets although a review is underway to introduce these in 2022.

The C&AG notes that, whilst some performance data is available on the Government website in respect of the LTCF and LTCS, the formal reporting of performance in the annual reports of the States of Jersey and of departments has been limited since 2017.

Care is funded through the LTCF via taxpayers' contributions and an annual grant from the Government. An actuarial review of the LTCF is required by law every three years. The first actuarial review was dated 31 December 2017. The second actuarial review has not yet been performed and is behind schedule due to impact of the COVID-19 pandemic on Government priorities.

Lynn Pamment found that some elements of the LTCF and LTCS have not been adjusted since inception. These include the investment strategy and certain financial variables including the asset disregard, the basis of the Government grant contribution and the basis for management charges.

The C&AG found the processes underpinning the LTCS are complicated and, in some instances, inefficient. She notes that some systems and processes are in need of improvement to eliminate duplication of effort and to manage risk more effectively.

Lynn Pamment concluded that the guidance available to claimants on the LTCS is complicated and recommended that it be streamlined, simplified and made more accessible. The Government of Jersey Customer and Local Services Department (CLS) has plans to improve customer engagement, including with LTCS claimants.

Whilst the C&AG found that key performance information associated with financial benefits claims processing and payments is measured and monitored regularly, performance information in respect of care needs assessments has not been monitored on a consistent and routine basis.

**Lynn Pamment said:**

“The LTCF and the LTCS have operated in Jersey for over seven years. From the evidence reviewed, the LTCF and LTCS have met their intended policy objectives.

“The second actuarial review of the LTCF, now scheduled for 2022, should be used as a basis to take stock of future funding parameters.

“In addition, the implementation of the Jersey Care Model provides an opportunity to re-design future care provision on the Island with a potential beneficial impact in terms of service user experience, care outcomes and the cost of care.

At an operational level, there is an opportunity to review, simplify and streamline the systems and processes that underpin the LTCS as well as the guidance and tools provided to support claimants.”

The report *Long-Term Care Fund* can be found at: <https://www.jerseyauditoffice.je>

**ENDS**

**For further information, please contact:**

Rozena Pedley

M: 00 44 7797 733553 / T: 00 44 1534 629800

E: [rozena.pedley@jerseyauditoffice.je](mailto:rozena.pedley@jerseyauditoffice.je)

### **Notes to Editors:**

- The Office of Comptroller and Auditor General ('C&AG') was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014
- The remit of the C&AG includes the audit of financial statements, corporate governance, internal control and wider consideration of public funds, often expressed as 'value for money'
- The 2022 Audit Plan can be found at: [www.jerseyauditoffice.je](http://www.jerseyauditoffice.je)
- Lynn Pamment took up the Office of C&AG on 1 January 2020 for a fixed term of seven years. Following the introduction of the Comptroller and Auditor General (Jersey) Law 2014 the term of office is fixed at seven years and is non-renewable.
- The Office of Comptroller and Auditor General is known as the 'Jersey Audit Office'.
- Contact details are: de Carteret House, 7 Castle Street, St Helier, Jersey JE2 3BT / T:716800 / E: [enquiries@jerseyauditoffice.je](mailto:enquiries@jerseyauditoffice.je)

### **Comptroller and Auditor General's Policy regarding issue of reports and contact with the media:**

- Press releases will be published by the Jersey Audit Office to accompany the publication of each report
- Embargo times, where set, will be at 0001 hours on the day of publication - for press releases, reports and all other information pertaining to the publication date
- Other press releases/ statements may be made on an occasional basis and not necessarily dependent upon the publication of a report. They will be subject to the same embargoes where set
- With any report issued, the opportunity is available for members of the press to request factual clarification, by email, of points contained therein
- Any comments made additional to any reports, will be included within any press release(s) as issued by the Jersey Audit Office, in the form of a quotation by the C&AG. These comments will be available for publication; but there will not be any supplementary live or pre-recorded interviews offered or undertaken by either Lynn Pamment or the affiliates of the Jersey Audit Office
- The C&AG is prepared, on an occasional basis, to provide articles for publication in the local media, following a specific request and consideration of the relevant topic
- All public information, including press releases and reports, are accessible on the Jersey Audit Office website at [www.jerseyauditoffice.je](http://www.jerseyauditoffice.je)