

Founding Karen's Care Agency

Karen’s Care Agency was established early in 2010 by Karen Smith who has over 24 years of experience of working as a carer in residential homes.

Passionate about people and the care industry, Karen and her experienced team specialise in dementia care and their aim is to deliver the highest levels of care and support for both the patient and the families who support them.

Challenges faced by the growing business

Karen’s Care Agency was operating as a sole trader and the business was growing rapidly, but Karen was working from home and in danger of ‘burn out’ from having no life/ work balance and being on call 24/7. Juggling every aspect of the managerial part of the business by herself Karen was starting to struggle and needed a confidential sounding board so she could talk through the issues facing the business and what she could do to address them.

Implementing strategic solutions

Jersey Business advisor June Stead spent time with Karen discussing her aspirations for the business and the concerns she had with its operation. Together they identified a range of practical steps that could be taken beginning with incorporating the business as a limited company. June then worked with Karen and Sam McManus, who initially came on board part time, to implement solutions to the operational issues she was facing such as recruiting additional administration and managerial staff who could be trusted to have a workload delegated to them. New cost effective premises were found so Karen could work away from home and June helped with the sourcing of new systems to manage rotas and improve productivity. All these measures would help staff to be more time efficient, work smarter and also reduce compliance and safety risks.

Karen employed her trusted friend Sam McManus who gave up her job in the finance industry to work full time as office manager. The business then moved to a dedicated office and shortly afterwards a quality care management software system was implemented supported by a grant from the Skills Accelerator which helped towards funding the training costs.

Success and ongoing support

Karen’s Care Agency is now part of the States of Jersey Approved Provider Framework and is fully compliant, running efficiently and continues to review all business strategy and operations on an ongoing basis.

June continues to work with Sam and Karen to provide ongoing advice and support as the business goes from strength to strength.

Relevant Links

- Karen's Care Agency Facebook
- Karen's Care Agency Website