

Jersey Care Commission Meeting

Thursday 14 March 2019

Meeting Summary

1.0 Welcome, Apologies, Introductions & Declarations of Interest

The Chair welcomed all present and noted there were no apologies and no declarations of interest.

2.0 Minutes of the Last Meeting, Matters Arising and Review of Actions.

The minutes of the January meeting were approved and a number of actions were noted as complete:-

- Action 2 - Establish an operational website for the Jersey Care Commission to incorporate the relevant fields and personas.
- Action 7 - Prepare job descriptions and specifications for key appointments to the Jersey Care Commission, including the posts of:-
 - o Chief Inspector / Director of Regulation
 - o Head of Governance Policy and Standards

3.0 Chair's Report

- The Chair advised that recruitment had commenced, applications will close on 12 April and that he together with Ann Abraham and Lisa Jacobs will represent the Commission on the interview panel.
- The Chair recorded thanks and appreciation on behalf of the Commission to the guest speakers at the workshop on Mental Health convened on 13 March. He also acknowledged the Commission's appreciation of the opportunity to have visited facilities offering care and support to adults with mental health needs.
- The Chair confirmed that he intended to issue an invitation to Care Inquiry Panel to meet privately with the Commission during its planned visit to Jersey in May 2019.
- The Chair advised that he would be meeting the Children's Scrutiny Panel and the Children's Commissioner separately following the March Board.

4.0 Head of Professional Care and Regulation's Report

The Head of Professional Care and Regulation:

- advised that to date 2 new applications had been received from the estimated 50 potential applications from services new to regulation. The HPCR will provide the Commission with regular reports of progress during the six month transition period
- updated re progress of the recruitment of a Head of Governance, Policy and Standards and noted that Alison Allam would be representing the Commission on the recruitment panel.

- advised that Claire White, Policy Principle, would be leaving the Commission at the end of May to take up a new appointment.
- along with CW, provided a demonstration the care commission's website which can be accessed at carecommission.je. Work is continuing with Blue Llama towards developing phase two of the website.
- advised that the Commission has an active twitter account and has a number of followers.

5.0 Links with Government of Jersey

Rachel Williams:

- outlined her role as Director of Strategic Policy, Performance and Population and her responsibilities as the designated point of contact with the Commission in respect of governance, risk, performance and strategic priorities.
- outlined the cycle of bidding for financial resources to support the work of the Commission and how the Commission can secure resources to meet both its current role and for any proposed extension of its regulatory remit.

6.0 Finance

Luisa Rodrigues, Finance Manager, made a short presentation on financial matters and set out a template for recording income and expenditure. She explained how this will be populated going forward. Commissioners welcomed the intention to provide regular financial reports going forward.

7.0 Professional Registration Online Registration

Sam Goulding, Programme Manager and Marcus Ferbrache Head of Digital Delivery, explained how the proposed digital identity platform (YOTI) will work and how it can be utilised for the purposes of personal identification as part of an electronic registration system. The Commission welcomed the application of this software as a means of supporting on line registration of health and social care professionals.

8.0 Complaints Procedure

- The Commission discussed the current arrangements for responding to complaints and considered examples of best practice from other jurisdictions.
- The Commission agreed to bring forward a bespoke policy for the handling of complaints about the Commission when discharging its responsibilities in the registration and inspection process, taking account of best practice from expert bodies in the investigation of complaints, and noting that a user friendly and facilitative approach would be preferred.
- The Commission agreed that further and more detailed consideration of its statutory duty under the Regulation of Care Law (RoCL) is necessary to enable the Commission to respond appropriately to complaints or concerns brought to its attention about registered services.
- The Commission recognised that any existing or revised arrangements may be subject to further change, should the States of Jersey decide to appoint a Public Services Ombudsman / Commissioner for Complaints.

9.0 Operational Policies and Guidance

Registration Policy

The Commission approved the draft Procedures for Registration of Care Home Services, Home Care Services and Adult Day Care Services under the Regulation of Care (Jersey) Law 2014. The approved regulations will be available on the Care Commission's website.

Personal Care & Clinical Tasks Guidelines

The Commission approved the Personal Care and Clinical Tasks Guidelines for Adult Social Care. This Guidance provides clarification on tasks which can be undertaken by trained support staff providing personal care and support to adults in a range of care settings and the clinical tasks which remain the direct responsibility of a registered health and care professional.

10.0 Memorandum of Understanding (MoU) with the Safeguarding Partnership Board

The Commission approved a draft MoU with the Jersey Safeguarding Board. This sets out arrangements for sharing information between the respective parties that will enable each organisation to discharge its duties and responsibilities more effectively.

11.0 Standing Orders

The Commission approved the revisions to the standing orders describing the arrangements for hosting Board meetings in public.

12.0 Business Plan

The Commission agreed to defer discussion on this item to the May Board.

13.0 Review of Risk Register.

The Commission agreed to defer discussion on this item to the May Board.

14.0 Inspectors by Experience

The Commission considered a paper outlining options for the recruitment and training of care experienced young people who could work alongside an inspector in engaging directly with children and young people using residential care services in Jersey. The paper sets out options to ensure effective engagement of young people as lay inspectors, without compromise either to them, or to the children receiving care. Following discussion it was agreed to look at the model used in Scotland to see if it could be adapted to our suit needs and requirements.

For further information contact Christine Blackwood, Head of Professional and Care Regulation at 23 Hill Street, St Helier, JE2 4UA or by email to enquiries@carecommission.je

May 2019