

Minutes

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| Meeting title: | Jersey Care Commission | |
| Meeting date & time: | Thursday 14 March 2019 8:30 – 14:00 pm | |
| Meeting location: | The Safeguarding Partnership Board (SPB) Training Room, 23 Hill Street | |
| Meeting chair: | Glenn Houston (GH) | Chair |
| Those present: | Siân Walker (SW) Ann Abraham(AAb) Alison Allam (AAI) Lisa Jacobs (LJ) | Commissioner Commissioner Commissioner Commissioner |
| Attendees: | Christine Blackwood (CB) Claire White (CW) Mandy Bates (MB) Rachel Williams (RW) Luisa Rodrigues (LR) Sam Goulding (SG) Marcus Ferbrache (MF) Geoff Gurney (GG) | Head of Professional and Care Regulation (HPCR) Jersey Care Commission (JCC) Policy Officer, JCC Meeting Minute Taker Director, Strategic Policy, Performance and Population (SPP) (for item 5) Finance Manager, SPPP (for item 6) Programme Manager, Information Services (for item 7) Head of Digital Delivery, Information Services (for item 7) Regulation Officer, JCC (for items 15 and 16) |
| Apologies: | No apologies were received. | |

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| Documents presented: | <ol style="list-style-type: none"> 1. Agenda 2. Minutes of the meeting held on 16 January 2019 3. Minute Summary January 2019 4. Chair's Report March 2019 5. Professional Registration ID Verification 6. Complaints Policy Parameters 7. Draft Complaints Policy 8. Complaints Policy 9. Procedures for Registration 10. Personal Care and Clinical Tasks Policy 11. Memorandum of Understanding (MOU) – Jersey Safeguarding Partnership Boards (SPB) 12. JCC Constitution amendment to Standing Orders 13. Business Plan 14. JCC Strategic Risk Register 15. Care Experienced Inspectors Proposal 16. Forward Look Agenda Items |
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| | <p>17. Commissioners Briefing Paper – Children/Young People/Young Adults</p> <p>18. Operational statistics for January and February 2019</p> <p>19. The financial report in income and expenditure to the end of February.</p> <p>20. Flowchart of current complaints process</p> |
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PART A – PUBLIC SESSION

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| 1. Welcome Introduction and Declarations of Interest. | |
| <p>The Chair opened the meeting and welcomed everyone.</p> <p>The Chair asked whether there were any declarations of interest with the Agenda – none was raised.</p> | |

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| 2. Minutes of last meeting, Matters Arising and review of Actions | |
| <p>The minutes of the meetings of 16 January (document 2) were agreed as an accurate record, with the following amendment:</p> <ul style="list-style-type: none"> • The numbering be corrected as there is no number 14. <p>SW proposed acceptance of the amended minutes, which was seconded by LJ. The amended minutes to be circulated.</p> <p>Review of Actions:</p> <ul style="list-style-type: none"> • Actions 1 and 4 can be removed • Actions 2 and 7 can be marked as completed • Action 5, remove the word 'Independent' from the title of the Jersey Safeguarding Partnership Board. <p>Matters Arising:</p> <ul style="list-style-type: none"> • The Commissioners agreed that for a trial period of three meetings a summary of each set of minutes will be published on the Commission's website in addition to the approved full minutes. • The summary of the January minutes (document 3) was agreed by the meeting, with an amendment required to point 9 to be redrafted by AAb and agreed by GH. | AAb/ GH |

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| 3. Chair's Update | |
| <p>GH briefly covered the items detailed in the Chair's report (document 4).</p> <p>He advised that:</p> <ul style="list-style-type: none"> • the closing date for the Chief Inspector position is 10 April, and that SW will be the contact for potential applicants wishing to discuss the role | |

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| | <ul style="list-style-type: none"> • ideally the successful applicant will be able to attend the Board meeting on 03 July • the Board meeting on 15 May would be CB's last, and should therefore focus on hand over • the meeting with Guernsey arranged for 13 March did not take place and will be re-arranged • a meeting with the Children's Commissioner had been arranged following the Board meeting • the dates of Frances Oldham's visit to Jersey will coincide with the May Board meeting • Commissioners' appraisals, and the resultant paperwork will be sent to each Commissioner for approval and sign off • the Chair wished to thank the participants at the Board Workshop on 13 March and those that hosted visits to facilities <p>an extra meeting for Commissioners would be arranged for 9 October and will take the form of a workshop with JCC staff focusing on the development of inspection frameworks and reporting formats.</p> | |
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| 4. | Head of Professional and Care Regulation's Update | |
| | <p>CB circulated the operational statistics for January and February 2019 (document 18) and advised:</p> <ul style="list-style-type: none"> • information about applying for registration under the Regulation of Care (Jersey) Law 2014 (RoCL) was sent in January to services known to fall under the new regulatory framework, to date 2 applications have been received. Existing registered services were asked in February to provide the Commission with information required under the RoCL. • the closing date for the Head of Governance post is 15 March, shortlisting 27 March, and interviewing on 12 April • the carecommission.je website is now operational and being populated • the social work degree proposed to be taught in the island at Highlands College, will not be recognised as a UK qualification by the HCPC, but graduates will be able to register as overseas registrants. Registration of Social Workers in England is due to transfer from the HCPC to Social Work England in April. | |

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| 5. | Links with States of Jersey | |
| | <p>RW joined the meeting and:</p> <ul style="list-style-type: none"> • advised she is the link Director for SPPP responsible for the department's duties under the MOU with the JCC and any human resource issues with the staff, including consulting about the departmental restructuring and for States employees' training. • offered assistance with governance, business continuity issues, if that would be helpful • advised she can support the Commission in ensuring both financial and Key Performance Indicator (KPI) adherence | |

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| | <ul style="list-style-type: none"> • in accordance with the MOU advised she will request 6 monthly reports, quarterly meetings with the Chief Inspector, and to be kept informed of risks and issues • advised the JCC will need to provide detailed information in the next two months about financial priorities in 2020, and high level detail for 2021-2023 for future budgeting purposes • explained there is an opportunity once a year to request additional resources from the Council of Ministers Common Strategic Policy by presenting a business case, funding has already been identified for the follow-up Ofsted led inspection in 2019 • a review of some of the JCCs fees is in process for 2020, and any proposal to take on additional regulated services such as children's social work services, early help, and CAMHS fits in the 2021-2023 plan. | |
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| 6. | Finance | |
| | <p>LR joined the meeting and presented the template for the routine reports of income and expenditure reporting to the Commission. Commissioners agreed with the proposed template being used for future reports.</p> <p>LR advised that the Quality Assurance Officer post and Regulation Officer/Inspector with responsibility for children were currently funded from external funds but in 2020 the Quality Assurance Officer post and 0.75 the Regulation Officer/Inspector with responsibility for children would be funded by the Commission.</p> <p>Commissioners identified this as a financial risk.</p> | |

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| 7. | Professional Registration Online registration | |
| | <p>SG and MF joined the meeting and explained the background to the Government of Jersey (GoJ) contracting with the digital identity platform Yoti, to authenticate identity for online transactions, and that Yoti can be used for online registration with the JCC.</p> <p>They also explained the need for a data sharing agreement for use of the common database.</p> <p>The Commission agreed in principle for the Yoti platform to be used to validate identity for online applications for professional registration.</p> | |

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| 8. | Complaints Procedure | |
| | <p>AAb explained the Complaints Policy Parameters, and Complaints Policy (documents 6 and 8)</p> <p>CB handed round a flowchart (document 20) showing the current complaints process, and talked through the process for responding to complaints relating to regulated activity.</p> | |

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| | <p>Commissioners agreed the need for robust delineation of their responsibilities when dealing with complaints investigations with respect to complaints about the Care Commission and how to respond appropriately to information received about complaints raised about regulated activity.</p> <p>Commissioners noted the possibility of a Jersey Public Services Ombudsman being appointed with powers of investigation. AAb agreed to refine the Draft Complaints Policy for complaints about the JCC (ref. document 7).</p> <p>Commissioners agreed that the staff team should use the flow chart as the current practice for responding to complaints about regulated activity.</p> <p>It was agreed that further and more detailed consideration needed to be given to the role and responsibilities of the Care Commission in dealing with complex issues brought to its attention about regulated activity.</p> | |
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| 9. | <p>Operational Policies and Guidance</p> <p>CW explained the consultation and background to document the Personal Care and Clinical Tasks Policy (ref. document 10). Commissioners approved the document.</p> <p>Commissioners approved the Procedures for Registration (document 9) with the following amendments:</p> <ul style="list-style-type: none"> • p. 11 section 6.2 change uses of 'Are the Commission', to 'Is the Commission' • p. 12 section 6.14 to clarify when the Commissioners will deem managers as being unfit for registration • p. 15 section 9.2 amend to 'the Commission considers delegating...' | |
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| 10. | <p>Safeguarding Partnership Board MOU</p> <p>SW advised the meeting that she is happy with the draft MOU (ref. document 11), with the exception of:</p> <ul style="list-style-type: none"> • section 2.2 which should be amended to 'The MOU does not affect existing statutory functions' • and section 23, which can be deleted. <p>The Commissioners agreed the document with those amendments, once SPBs have added a description of their functions.</p> | |
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| 11. | <p>Standing Orders</p> <p>The revised Standing Orders (ref. document 12) were agreed, subject to the following amendments:</p> <ul style="list-style-type: none"> • p. 5 amend to 'Regulations came into force on 1 January 2019.' • p. 10 amend to 'Agendas, papers, approved minutes and summaries of minutes'. | |
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| 12. Business Plan | |
| | Review of the Business Plan (ref. document 13) was referred to the May Board and will be placed on the Egress workspace so any proposed amendments can be created collaboratively. |
| 13. Review of risk register | |
| | Review of the JCC Strategic Risk Register (ref. document 14) was referred to the May Board and will be placed on Egress workspace so any proposed amendments can be created collaboratively. |
| 14. Inspectors by experience scoping paper | |
| | <p>GG attended and explained that he had met with representatives of Children's Services and Jersey Cares and both express the view that it is inappropriate to use local care experienced young people as lay inspectors within Jersey, due to the island's size and confidentiality issues . GG has investigated bringing care experienced inspectors from other jurisdictions, and has begun discussions with Scotland's Participation Network. AAI suggested exploring the idea of exchanging care experienced inspectors with those in the Isle of Man, a jurisdiction with a similar population.</p> <p>It was agreed that GG would visit Scotland to explore opportunities for collaborative working, and that consideration be given to a bid for funding to take this proposal to the next stage.</p> |
| 15. Any Other Business | |
| | <ul style="list-style-type: none"> • Commissioners checked their diaries but were unable to reschedule the September meeting. • Commissioners agreed that the address of Children's Services should be used for the identifying address of Children's Care Homes on the website. • GH advised for the register of interests that he has been appointed a non-executive director of the Board of the Public Prosecution Service in Northern Ireland. |
| 16. Dates of Next Meeting and forward look | |
| | <p>The Forward Look should be amended to remove 5 September.</p> <p>Dates of next Board meetings:</p> <ul style="list-style-type: none"> • Wednesday 15 May 2019 • Wednesday 3 July 2019 • Wednesday 4 September 2019 • Wednesday 13 November 2019 |

JERSEY CARE COMMISSION

Action Points

| | Action Point | Status |
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| 11/01/17 | Establish an operational website for the Jersey Care Commission to incorporate the relevant fields and personas. | complete |
| 11/02/17 | Develop a suite of policies and procedures for the Jersey Care Commission to include the following:- <ul style="list-style-type: none"> • registration of the professional workforce • registration of providers and managers • inspection of registered premises and services • escalation, enforcement and representation • investigation of complaints or alleged breaches of regulations under the Regulation of Care (Jersey) Law 2014 • investigation of complaints about the JCC • voluntary closure policy | ongoing |
| 11/03/17 | Develop an agreed pro-forma for Memoranda of Understanding with other relevant Arm's Length bodies such as the Jersey Safeguarding Partnership Board, the professional regulatory authorities for health and social care professionals and the Children's Commissioner. | ongoing |
| 11/04/17 | Develop and populate a Forward Look calendar of meetings, workshops and other events for 2019 and 2020. | ongoing / move to business as usual |
| 11/05/17 | Complete recruitment of key appointments to the Jersey Care Commission, including for the post of <ul style="list-style-type: none"> • Chief Inspector / Director of Regulation, • Governance Policy and Standards Officer. | on-going |
| 01/02/19 | The Piercing and Tattooing Code of Practice to be reviewed and consulted on. | on-going |
| 01/02/19 | HPCR to report on progress with application's for registration of new providers under the Regulation of Care (Jersey) Law 2014 at May Board meeting | on-going |