

Minutes

Meeting title:	Jersey Care Commission	
Meeting date & time:	Wednesday 15 May 2019 9:30 – 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) Mandy Bates (MB) Bradley Chambers (BC)	Head of Professional and Care Regulation (HPCR) Jersey Care Commission (JCC) Meeting Minute Taker Future Head of Governance, Policy and Standards
Apologies:	No apologies were received.	

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Minutes of the meeting held on 14 March 2019 3. Minute Summary March 2019 4. Chair's Report May 2019 5. Draft Complaints Policy 6. Policy and Procedures for Registration Health Care Registration (Jersey) Law 1995 7. Policy and Procedures for Registration Dental Care Professionals Dentistry (Jersey) Law 2015 8. Policy and Procedures for Registration Piercing and Tattooing (Jersey) Law 2002 9. Strategic Risk Management Framework 10. Business Plan (February 2019) 11. Operational statistics for January to April 2019 12. Financial Update as at 30 April 2019
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PART A – PUBLIC SESSION

1.	Welcome Introduction and Declarations of Interest.	
	The Chair opened the meeting, welcomed everyone and noted that this would be the last board meeting attended by CB in her capacity as Head of Professional and Care Regulation.	

	<p>The Chair asked whether there were any declarations of interest with the Agenda – none were raised.</p> <p>AAb advised the Board for the Register of Interests that she would end her role with the Picker Institute at the end of June.</p> <p>SW advised for the register of interests that she is now an independent consultant completing various contracts with Lewisham Safeguarding Adults Board from July 2019, and for Suffolk County Safeguarding Adults Board from May 2019 to December 2019, and had ceased being the Chair of Kingston Safeguarding Board with effect from 30 April 2019.</p>	
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2.	Minutes of last meeting, Matters Arising and review of Actions	
	<p>The minutes of the meetings of 14 March (document 2) were agreed as an accurate record, with the following amendments:</p> <ul style="list-style-type: none"> • The numbering be corrected, as there is no number 15. • Item 6 be amended to remove the final four words. • Item 8 be amended to replace the words 'registered services' with 'regulated activity' throughout. • Item 14 be amended to replace 'LJ suggested' with 'AAI suggested' <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, 3 and 4 are now 'business as usual' so can be removed. • Action 2, remove the bullet point 'registration of providers and managers' as this action is complete. • Action 5, remove the reference to 'Governance Policy and Standards Officer' as this action is complete. • Action 8, remove, as this will be 'business as usual' in the Chief Inspector's report to the Board • Remaining and new actions should be numbered in the format: cardinal number of each action/ordinal number for the month of the meeting it was agreed/year. <p>Matters Arising:</p> <ul style="list-style-type: none"> • It was agreed that the board minutes would be published on the website from the March meeting onward. • The summary of the March minutes (document 3) was discussed, and agreed by the meeting, with amendments agreed as follows: <ul style="list-style-type: none"> o Item 4, include Policy Principle's job title o Item 5, change to 'Government' of Jersey o Item 6, correct the misspelling of 'Luisa' o Item 8, include the full title of the 'Regulation of Care (Jersey) Law 2014, before the abbreviation 	<p>MB</p> <p>MB</p>

	<ul style="list-style-type: none"> o Item 9, remove the second paragraph • It was agreed that once the Head of Governance, Policy and Standards is in post he will prepare the summaries of minutes. • It was agreed that when the Head of Governance, Policy and Standards is in post he will develop a 'house style' and set up a comprehensive documents management system for all documents relating to the Commission (Action 01/03/19). 	
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3.	Chair's Report	
	<p>The Chair briefly covered the items detailed in his report (document 4), and advised that:</p> <ul style="list-style-type: none"> • He had met with Deborah McMillan, the Children's Commissioner (DMcM) on 14 March, who has supplied a draft Memorandum of Understanding (MOU), for consideration by the Care Commission. • He, together with the HPCR, had met with representatives of the Children's Service Scrutiny Panel • He, together with the HPCR, had met with Rachel Williams (RW), Director, Strategic Policy, Performance and Population (SPPP) on 13 May. The Commission will need to prepare a report on the first six months of the year (2019), which the Head of Governance, Policy and Standards will present at the July meeting (Action 02/03/19). • The Chair asked Commissioners to give some thought to the format and structure of the proposed October workshop, and an outline programme will be sent to Commissioners in advance. MB was asked to request all the staff to hold the date. 	

4.	Head of Professional and Care Regulation's Update	
	<p>The Head of Professional and Care Regulation advised that:</p> <ul style="list-style-type: none"> • In readiness for the new Chief Inspector, CB has made comments on the draft MOU with the Children's Commissioner. • The creation of an online application process for professional registration is nearing completion, with testing to commence shortly. The Head of Governance, Policy and Standards will accompany CB to the next project board meeting on 17 May and will take this work forward. • Services new to regulation are approaching the department for information about registration. • There have been 3 applications made so far from new to regulation services covered by the Regulation of Care Law (RoCL). It is anticipated that the majority of responses will be received in June as services new to regulation are required to register by 30 June, which will impact on workload, and should be reflected in the risk register. • Services currently registered are required to provide the same information as new services; 75% have submitted at least partial information. • It's been confirmed that it is lawful for the Commission to request that services use a standard template to prepare their statements of purpose. 	

	<ul style="list-style-type: none"> The Quality Assurance post secondment had been extended to the end of August, thereafter this post will be converted into a permanent Regulation Officer post and will need to be advertised. <p>CB presented the operational statistics (document 11) showing that there had been 50 pre-registration visits to support providers to develop their statements of purpose and to advise on the new regulatory framework and standards. SW wished the meeting to record that the Commissioners are pleased to see that facilitative work is being done with services new to regulation, to help them prepare for the transition.</p> <p>CB presented the financial update as at 30 April 2019 (document 12), and explained the risks identified with the financial accountant. Commissioners noted the uncertainty in the income for 2019 and that this had been flagged to the sponsor department. GH indicated that he would write formally to Tom Walker, Director General of SPPP, in respect of any emerging financial risks, should this be necessary.</p> <p>The meeting agreed that budget profiling for 2020 was important, once the level of fee income from new applications was known. CB advised that the Commission's income may also be affected by the review of the fee structure for professional registration, currently being conducted by SPPP. It was agreed to review the income position again in July.</p>	GH
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5.	Strategic Risk Management Framework	
	<p>The risk management framework (document 9) was reviewed, and the meeting approved the amendments in Appendix 1, table 3:</p> <ul style="list-style-type: none"> risk 1.3 - replace 'scheduled for' by 'held on', and reduce the likelihood rating to 2, which will change the risk rating to 8, amber. risk 2.2 – add 'engagement with drafting the standards' and 'engagement with pre-registration visits'. <p>It was agreed that the operational team should regularly review the strategic risk register, and add any risks that they identify, with the proviso that only the board can remove a strategic risk.</p>	

6.	Business Plan	
	<p>The business plan, (document 10) was reviewed, and the meeting approved the document, with amendments agreed as follows:</p> <ul style="list-style-type: none"> p. 3, section 2, after 'stakeholders' replace with 'in all aspects of our work'. p. 3, section 3, replace 'services new to registration' with 'all regulated activities'. p. 3, section 3, change to (Q4, 2019). p. 4, under the heading 'Public Engagement' change the wording to: 'Provide the public with access to relevant information such as registration guidance, application forms, legislation, regulation and standards and inspection reports. (Q4, 2019)'. 	

	<ul style="list-style-type: none"> • p. 4, under the heading ‘Professional Registration’ change the word ‘Establish’ to ‘Maintain’, and the year to 2019. • p. 5, under the heading ‘Collaborative working’ change the word ‘Establish’ to ‘Maintain and develop’. • p. 5, under the heading ‘Leadership and Delivery’ <ul style="list-style-type: none"> ○ delete the words ‘incumbent’ and ‘following her retirement’. ○ change ‘a’ to ‘and’. ○ change ‘Establish’ to ‘Maintain and develop’. 	
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7.	Complaints policy and procedure	
	<p>The Drafts Complaints Policy (document 5) was presented by AAb. The Chair thanked AAb for the work in reviewing earlier versions. The meeting confirmed that the policy did not cover complaints about the activities of registered providers. The meeting also confirmed that information about complaints would be published in the Commission’s Annual Report, including information about outcomes and learning.</p> <p>After further discussion the meeting approved the document subject to the following amendments:</p> <ul style="list-style-type: none"> • Section 3, to add guidance on who can make a complaint on behalf of a child, someone who has died or someone who has physical or mental incapacity where there are best interests considerations. • Section 4, to add guidance on complaints from people whose first language is not English. <p>AAb agreed to amend the document accordingly.</p>	AAb

8.	Registration Policies and Procedures	
	<p>The registration policies and procedures (documents 6, 7 and 8) were reviewed, and the meeting approved the documents subject to proof reading, and any typographical or grammatical errors corrected.</p>	BC

9.	Any Other Business	
	<ul style="list-style-type: none"> • Commissioners requested that an update on the new legislation relating to the role and function of the Children’s Commissioner be uploaded to Egress for noting. • AAI advised that she is not now free on 13 November, and asked if an alternative date can be found. MB to circulate dates to Commissioners. • 2020 Board meeting dates need to be agreed, MB to circulate potential dates to Commissioners. 	CB MB MB

10.	Dates of Next Meeting and forward look	
	<p>The Forward Look to be amended to reflect the Commission’s decisions.</p>	

	<p>Dates of next Board meetings:</p> <ul style="list-style-type: none"> • Wednesday 3 July 2019 • Wednesday 4 September 2019 • Wednesday 13 November 2019 (on hold, other dates being reviewed) 	
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JERSEY CARE COMMISSION

Action Points

	Action Point	Status
02/11/17	<p>Develop a suite of policies and procedures for the Care Commission to include the following:-</p> <ul style="list-style-type: none"> • registration of the professional workforce • 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 • voluntary closure policy 	ongoing
05/11/17	Complete recruitment of the appointment of a Chief Inspector	ongoing
01/03/19	The Piercing and Tattooing Code of Practice to be reviewed and consulted on.	not started
01/05/19	The Head of Governance Policy and Standards to develop a document management system relating to Commission documents and minutes.	not started
02/05/19	Prepare a report on the first six months of operation for Strategic Policy, Performance and Population (sponsor department)	agenda item