

Minutes

Meeting title:	Jersey Care Commission	
Meeting date & time:	Wednesday 13 November 2019 9:15 – 14:00 pm	
Meeting location:	The Safeguarding Partnership Board (SPB) Training Room, 23 Hill Street	
Meeting chair:	Glenn Houston (GH)	Chair
Those present:	Alison Allam (AAI) Lisa Jacobs (LJ) Siân Walker (SW) Ann Abraham (AAb)	Commissioner Commissioner Commissioner Commissioner
Attendees:	Audrey Murphy (AM) Bradley Chambers (BC) Sally Hazley (SH)	Chief Inspector (CI) Head of Governance, Policy and Standards (HGPS) Meeting Minute Taker
Apologies:	Mandy Bates	

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Minutes of the meeting held on 04 September 2019 3. Review of Actions – update 4. Minute Summary (and review) 5. Chair's Report November 2019 6. Update on Jersey Independent Care Inquiry 7. Operational Risk Register 8. Draft Communication Strategy 9. Draft Inspection Policy and Procedure 10. Draft Escalation and Enforcement Policy and Procedure 11. Data Sharing Agreements with H&CS 12. Operational Risk Register 13. GoJ Departments Business Plan 14. Letter from Ruth Johnson 15. Jersey Care Commission Business Plan 16. MOU with GoJ 17. Review of Complaints Process
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PART A – PUBLIC SESSION

1.	Welcome Introduction and Declarations of Interest.	
	<p>GH opened the meeting, welcomed everyone and advised that Sally Hazley (SH) would be taking the minutes of the meeting in the absence of Mandy Bates. GH reported that the item on Assisted Dying had been removed from the Agenda due to time constraints and will be considered at a future Board meeting.</p> <p>GH asked whether there were any declarations of interest with the Agenda – none were raised.</p>	
2.	Minutes of last meeting, Matters Arising and review of Actions	
	<p>The minutes of the meeting of 04 September 2019 (document 2) were agreed as an accurate record, with the following amendments:</p> <ul style="list-style-type: none"> • Page 2: remove from the penultimate bullet point ‘which went well’ • Page 5: in second paragraph of ‘Young Care Experienced Inspectors Project remove ‘for those coming over to the island’ and ‘from Scotland’ <p>Review of Actions:</p> <ul style="list-style-type: none"> • Page 3: New provider registration application – HGPS advised that work is on-going to bring this to completion. • Recruitment – HGPS advised that both Regulation Officer vacancies had successfully been filled: <ul style="list-style-type: none"> ▪ Full time post – Lesley Callander (nurse) due to commence 13 January 2020; ▪ Part time post – Alison Tandy (social worker) due to commence 03 February 2020. <p>Minute Summary:</p> <ul style="list-style-type: none"> • SW pointed out there were no apologies recorded from AAb and SW in the September’s minutes • Second bullet point under item 3: Chair’s Report should read ‘he has’ not ‘has he’ • P8: Remove ‘from Egress’ – to read ‘Papers for Noting’ • HGPS queried whether the Meeting Summary was still of use. The Commission agreed that it should be retained and reviewed in 12 months to see if any member of the public had accessed it • It was agreed that some of the abbreviations should be stated in full <p>A discussion re. the Commission’s Complaints Policy is scheduled to be discussed in the confidential session of the Board meeting.</p>	

3.	Chair's Report	
	<p>The Chair briefly covered the items detailed in his report (document 4), and advised that:</p> <p>Actions from the September board - the 2 responses to the public consultations did go through.</p> <p>Ofsted Report - GH acknowledged SW's endeavours with GG in getting the proposed recommendations to Ofsted, with the aim of publishing the final report on 04 December. The full report will be made available on Egress.</p> <p>A meeting with Ruth Johnson (SPPP) took place on 12 November 2019. It focussed on the 'Response to the Inquiry Update Report', a 40-page document produced by the Independent Jersey Care Enquiry Review Panel. It included a section on corporate parenting under the law and drew attention to the challenges facing Jersey re. implementing the recommendations made. The full report will be available on Egress.</p> <p>Medically Assisted Dying – the draft paper was deferred and will be considered by the Commission at a future Board meeting.</p> <p>Quarterly Performance review was postponed and will be rescheduled for January.</p> <p>In the meeting with both Christine Blackwood (CB) and Ruth Johnson (RJ), it is apparent that a range of Regulations and Standards for children's services are being developed contingent to the findings of both the Care Inquiry and Ofsted inspections. The priority is in respect of both children's social work services and child and adolescent mental health services (CAMHS).</p> <p>SW suggested that the Commission needs to be in a position whereby it can undertake regulatory activities under its own initiative.</p> <p>JCC has been asked to consider the requirement for each of the children's homes to appoint an independent person. Currently an independent person visits each of the children's homes once a month and reports back to both the Director General of CYPs and the Commission. GH agreed to write to RJ that the arrangement currently in place should continue but that the frequency of visits may need to be revised.</p> <p>GH reported that RJ has advised there will be no change to the Ministerial portfolios and responsibility for the Commission will continue to reside with the Chief Minister.</p>	

4.	Chief Inspector (CI) Update	
	<ul style="list-style-type: none"> • A press release was provided on 11 September to announce the CI appointment. • CI advised she has attended a wide number of meetings which include: <ul style="list-style-type: none"> ○ with Safeguarding Partnership Board Chair ○ with the Children's Commissioner 	

- with the Jersey Disability Partnership
 - with Geoff Gurney, visited all but one of the children's homes, with this last visit scheduled
 - with Linzi Mudge, visited a new adult residential home 'Le Petit Bosquet'
 - further pre-registration inspection work scheduled for States of Jersey directly managed services – 11 applications have been received for both care homes and day care services
 - meetings scheduled with the Adult Social Services Team, Legislation Project Team, CAHMS and the Ambulance Service
 - CI has also provided presentations to relevant stakeholders including SPPP
- One complaint has been received from a carer who has made a previous complaint which is currently under consideration
 - Consultation SPPP; the department is undergoing a restructure – outcome still awaited, the response will be made available on Egress, once received.
 - SPPP renamed - Strategic Policy Performance and Planning.
 - Professional registration and renewals – this area of work has involved significant administrative and financial investment. The department intended to pilot a new system, YOTI (single sign-off system), but user testing has identified issues that need to be resolved before the system can go live. Commissioners expressed concern about the technical shortcomings of the system and the financial implications of the delay. GH requested a paper to the board outlining the issues and what needs to be done to make the system functional.
 - Seven new professions (including independent prescribing practitioners) were added, by amendment to the Health Care Registration (Jersey) Law 1995, which need to be added to the database. This will also have financial implications. Payment for this modification has been agreed.
 - Two information sessions have been organised for the morning and afternoon of 22 November – morning session for care home providers/managers and afternoon session for home care and day care services.
 - Recruitment – already discussed – new members of staff to be invited to a future Board meeting as part of their induction.
 - Job descriptions of regulation officers and administration staff have been submitted for evaluation. HGPS advised that the Administrator's job descriptions need significant revision. CI said temporary administrative support is needed. HGPS commented that recruitment processes are complex and causing undue delay which is affecting front-line operational aspects of the Commission.
 - Young Carers Project – Geoff Gurney to update the business case and to progress in 2020.
 - Piercing and Tattooing – on viewing the law it is apparent that there is no statutory requirement to undertake inspections – the team will formulate a paper re. this to bring to the Board in January. The guidance document on the website needs updating and improving.

5. Head of Governance, Policy and Standards (HGPS) update

Registration:

There are 6 provider registrations in progress.

There are 7 registrations outstanding from homes which were registered under the previous legislation – 3 are from the same provider.

Home care – a number of home care services have been registered. The HGPS and Regulation Officers will review the status of these providers.

There are 12 pending registration – premises not previously registered – 11 owned and operated by the GOJ – work has started with these registrations.

Piercing and Tattooing – 10 inspections outstanding.

Annual Inspections of Care Homes:

At the time of reporting there were 36 registered Care Homes which needed to be inspected – advice taken from the Law Officers Department (LoD) regarding the cycle of annual inspections. This number does not include the GOJ owned premises. Neither does it include the need to inspect home care providers.

SW expressed concern about risk to reputation if we fail to carry out annual inspections of all regulated activities.

AAb asked for clarification re the extent of our legal obligations and suggested the types of mitigation which might be considered.

GH proposed that the Commission should write to those who have not yet received an annual inspection indicating the latest date by when the inspection will be undertaken.

Operational Risk Register:

The Commission considered the first presentation of the Operational Risk Register. This version will be amended and re-submitted to Egress.

GH commended HGPS on the formulation of an Operational Risk Register.

CI recommended the register be reviewed at next Board meeting.

Communication Strategy:

HGPS presented a discussion paper which will form the basis for a Communications Strategy. He identified 6 key priorities for JCC in respect of communication:

- 1. Assert JCC’s role and objectives
- 2. Enable stakeholders to identify the value of JCC in its operations

3. Develop a local understanding of the role of JCC.
4. Enhance confidence in the function of the JCC
5. Develop a strategic approach to demonstrating effectiveness via media
6. Promote staff ownership of the role of the JCC

HGPS will revise the document considering comments. Objectives need to be specific, measurable, achievable, relevant, and time-based. They should be divided into short and long-term objectives.

It was noted that the Board had approved a 'strategy' as opposed to a 'policy'. The front page will be amended accordingly.

Draft Inspection Policy & Procedure:

The HGPS presented the draft Inspection Policy and Procedure. The Commission agreed that the policy will go out to wider consultation with stakeholders following an internal consultation with Commission staff.

GH queried 6.3 'Power to Examine' and suggested the addition of a foot note to clarify that this is a direct lift from the law itself. GH asserted that a medical examination of a resident should only be carried out by a medical practitioner, not an inspector. HGPS suggested it could be removed entirely although the law does refer to it. GH agreed that it should be removed and suggested a revision to include: *'If the inspector has reason to believe that the person is not receiving proper care or is not appropriately accommodated at the premises the inspector may then request further evidence from a qualified medical practitioner'*.

Following discussion, other amendments proposed will be incorporated into the next draft of the policy.

Escalation, Enforcement and Review Policy:

The HGPS presented a revised version of this policy. Following discussion, a number of proposed amendments will be incorporated into the next draft of the policy.

The Commission considered whether the policy should be subject to wider consultation. It was concluded that, in principle, such consultation should take place. However, prior to proceeding, the Commission will await the outcome of the consultation relating to the Inspection Policy and Procedure.

Update on MOU's:

MOU with the Safeguarding Partnership Board is with the Chair of the Safeguarding Partnership Board for consultation.

Data Sharing Agreement with H&CS was presented. It was noted that there is no need for an MOU on the basis that the existing MOU with GOJ includes all GOJ services including Adult Safeguarding Team, Adult Social Care, Chief Nurses, Children's Services, MASH.

	<p>GH proposed that the Data Sharing Agreement with H&CS be taken off line and be reconsidered. It may be that this is an Operational Agreement which should be signed at a more senior/strategic level by GOJ.</p> <p>SW – suggested that there needs to be a government-wide Data Sharing Agreement. Pending this, GH asked that best practice in respect of data sharing be utilised.</p> <p>Item 10 MOU with the Government of Jersey – this will be considered at the January meeting.</p>	
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6.	Budget	
	<p>Defer Budget – no financial report.</p> <p>Board members expressed disappointment regarding the repeated lack of an updated financial report and asked that this be afforded priority.</p>	

7.	Review of Strategic Risk Register	
	<p>While no new risks were noted, it was agreed to defer the review of Strategic Risk Register – add to Forward Look for January 2020.</p>	

8.	Papers for Noting from Egress	
	<p>Government of Jersey Business Plan was noted.</p>	

9.	Business Plan	
	<p>Mid-year update has been completed by HGPS. This was noted. There is a need to consider preparation for the annual report, which will be submitted in draft form to the January Board meeting and the Business Plan can serve as a basis for this.</p>	

10.	MOU with GoJ	
	<p>Memorandum of Understanding with Govt of Jersey- to be reviewed in January 2020.</p>	

11.	AOB	
	<p>There was no other business.</p>	

12.	Date of next meeting and forward look	
	<p>Dates of Board meetings in 2020:</p> <ul style="list-style-type: none"> • 03/04 March / Board and Workshop • 13/14 May / Board and Workshop • 08 July 	

	<ul style="list-style-type: none">• 08/09 September Board and Workshop• 11 November	
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