

## **Jersey Care Commission Meeting**

**Wednesday 13<sup>th</sup> January 2021**

### **Meeting Summary**

#### **1.0 Welcome, Apologies, Introductions & Declarations of Interest**

The Chair welcomed everyone to the meeting. No new declarations of interest were raised.

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

The minutes of the meeting of 11 November 2020 were agreed as a factually accurate record with one amendment noted.

#### **3.0 Chair's Report**

The Chair provided a written report and advised that:

A meeting took place with Tom Walker (TW), Director General of Strategic Policy, Planning and Performance (Government of Jersey) in November 2020.

An advisory audit on behalf of the Internal Auditor is taking place.

The Commission is in the process of sourcing alternative office accommodation.

The Chair noted that a 'Thinkpiece' was being undertaken by the Comptroller and Auditor General regarding assurance and how the accounts of arms-length organisations are audited.

#### **4.0 Chief Inspector (CI) Update**

The Chief Inspector presented a written report and advised that:

There has been a significant increase in new registrations of health care professionals recently which appears to reflect an increased demand associated with the pandemic.

It was noted that all Dental Nurses, now need to register with the Commission, due to a change in law.

A new Professional Registration Law is scheduled for enactment in 2023. There would need to be a significant investment in IT systems to enable the Commission to meet the increase in demand associated with this new law.

Four care home providers have had to notify the Commission of a Suspension of Conditions due to Covid-19 staff shortages. It was confirmed that the Minister had deployed additional resources to provide safe and effective care and that senior nursing staff had been allocated to provide practical support and guidance.

In 2020, the Commission has carried out 54 inspections of care homes and 22 inspections of home care services

All the Government of Jersey children's residential care services were inspected in 2020. An overview report will highlight the responsiveness of Children's Services to the improvement plans.

The vaccination plan for the sector is well underway. Most eligible care home residents had received the second dose of vaccine. All home care staff had been offered at least the first dose. There were currently 17 confirmed cases of Covid-19 in care homes.

It was noted that many care homes had stopped visiting. The inspection process had been modified to reduce footfall and face-to-face meetings. Inspections were also mainly announced during the pandemic. However, in future there would be more unannounced inspections.

13 of 15 Government of Jersey operated care services have been registered, with one registration refused. Two other services had since been identified as requiring registration.

## **5.0 Head of Governance, Policy and Standards (HGPS) update**

The HGPS presented the Risk Register and advised that:

There are risks associated with team growth, development and cohesion and around the retention and disposal of paper records due to insufficient administrative resources.

A further risk was noted around financial accounting, as the Commission could not plan accounts for three years due to difficulties in predicting income.

It was agreed to add a specific Covid-19 related risk relating to the carrying out of inspections.

The HGPS presented a Business Plan December Review and advised that:

Covid-19 had affected the functioning of the Commission in 2020. However, in many respects, the Commission had proven itself to be resilient and had made significant progress.

The process around the registration of professionals continued to be labour intensive and required input from the IT company, HGPS noted the need for additional administrative resources.

The HGPS presented a budget summary report for the period to the end of December 2020 and advised that:

The Commission had received £338,432 in fee income.

Expenditure was £21,965 less than intended.

The Commission would likely incur a positive year end variance of £26,397.

The HGPS presented a Budget Build for 2021 and advised that:

The Commission can raise approximately 50% of income from fees and the Government of Jersey will need to provide budgetary support for the gap. It is not possible to estimate the Government of Jersey's contribution with certainty.

The Commission faced additional costs in 2021, including a possible additional Regulation Officer, independent legal advice, an external complaints reviewer, project management, additional administrative resource and accommodation. There was also likely to be costs in relation to Ofsted support with the regulation of Children's Services.

The HGPS presented a draft Business Plan 2021 and advised that:

Some objectives had been carried through from 2020 as part of a three-year plan and that the key performance indicators (KPI's) would need refinement.

The Chair proposed that strategic objectives be included around Covid-19 recovery, extending regulatory reach into adult services, including health care, and the need to secure suitable office accommodation.

The Chief Inspector CI noted the pending expansion of the Commission's remit to include other aspects of children's services and mental health services.

It was proposed that the Commission should include the development of outcome-based performance measures as a priority.

The HGPS presented a Communication Strategy and advised that:

The Communication Strategy has been revised to reflect the ambitions of the Commission in 2021, includes reference as to how the Commission will improve communication, raise its profile, engage effectively with the public and measure its success.

There had been notable successes in 2020 relating to communication, such as the production of the Commission's first annual report, the development of the website, media interest in the Commission's activities and specific responses to the pandemic.

The HGPS presented an Annual Report 2021 Discussion Paper and advised that:

The draft Annual Report and Accounts would be presented at the Board in March, with the intention that this be signed off in May.

## **6.0 Tom Walker (TW), Director General of the Department for Strategic Policy, Planning and Performance**

TW joined the meeting and provided an update on issues impacting on the Government of Jersey and on regulation of health and social care.

## **7.0 AOB, Date of next meeting and forward look**

The next meeting is on 17 March 2021.

It was likely due to travel restrictions that the March and possibly the May meeting would need to be virtual.

January 2021