

Jersey Care Commission Meeting
Wednesday 17th November 2021

Meeting Summary

1.0 Welcome, Apologies, Introductions & Declarations of Interest

The Chair welcomed everyone to the meeting. There were no apologies, and no new declarations of interests were made.

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

The minutes of the September meeting were approved, with some minor amendments. Actions from the meeting were reviewed. Three were ongoing and five were closed.

The minute summary was approved.

3.0 Chair's Report

The Chair provided a written report and advised that:

- A new Chief Inspector (CI) and a new Commissioner have been appointed.
- The Chair had attended weekly Team Meetings in the absence of a CI. The CI will attend these from December onwards. Commissioners will continue to quality-assure draft inspection reports until January.
- The lease has been signed for the new office premises and the Team have moved in.
- The Citizens' Jury has issued a report in favour of medically assisted dying, and the States Assembly will debate this further.
- An independent review of fees levied by both the Commission, and by other arms-length organisations, has been completed by Contact Consulting (Oxford) Ltd. and the Commission awaits a final report.

4.0 Chief Inspector designate (CId) Introduction

The CId (Becky Sherrington) shared a plan for her first 100 days and advised that her immediate focus will be in spending time with the team, gaining a fuller understanding of the sector, and ensuring that relationships are forged with key stakeholders. As part of this work, she will identify immediate priorities and specific risks.

The CId advised that project management will form a key component of her delivery and sought approval for the support of a project manager will to work with the Commission for two days a week.

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

The HGPS presented four documents:

5.1 Report

The schedule of regulatory activity is progressing, and all inspections are due to be completed by year end.

An Improvement Notice has been served, and this has been recorded on the Commission's website.

A total 999 health care professionals and 13 dental care professionals have, so far, been renewed for 2022.

5.2 Integrated Risk Register

It was agreed that the risk associated with the move to new office accommodation could be closed.

The residual ratings will be reviewed to ensure they properly reflect the controls which have been implemented.

5.3 Budget Summary

The costs associated with the use of a recruitment agency to co-ordinate the CI recruitment campaign, the employment of a temporary administrator and the first month's rental of the new offices in Capital House means that additional one off costs have occurred. The Department for Strategic Policy, Planning and Performance and Treasury have been notified of this

The Commission will receive final figures relating to 2021, by the middle of January 2022.

The draft budget build for 2022 was presented in draft form, Becky Sherrington sought approval from the board to review more fully the draft budget build and it was agreed that the 2022 budget build would be sent to the commissioners virtually for approval by End of December 2021.

5.4 Projects Update

There are two ongoing projects.

Cleansing of the register of medical practitioners is on course to be completed by the end of Q1 2022. The Commission has corresponded with each registrant to advise of the need to submit updated information.

Some registrants will need to be sent reminders to inform them of the need to submit updated information. Ultimately, if no new information is received, these registrants will be removed from the register.

Ten new areas of regulatory activity will be introduced in 2022 and draft Standards need to be devised relating to each. So far, five sets of Standards are completed in draft form and there are plans in place relating to a further two.

It was agreed that a plan is needed in respect of the Standards for residential family centres; care services in special schools; and independent monitoring and review of children's safeguarding arrangements.

It was agreed that the matter needs to be added to the Risk Register.

6.0 Children's Services new to regulation and draft Standards

A document was presented relating to the introduction of new Regulations. This will result in statutory children's services being made subject to regulation in 2022. The Chair outlined four stages associated with this new area of work.

The Chair outlined four phases of regulating the new activities and the Board agreed that seven different processes will be needed. It is intended that the Commission will inspect some of these services during the second half of 2022.

7.0 Review of Website

An overview of the Commission's website was presented, and it was agreed that additional work was needed to ensure that it is more accessible for people with learning disabilities and those with visual impairment. A project will be developed to ensure that the website is developed and improved.

8.0 Draft Budget Build

This document sets out the anticipated income and lines of expenditure in 2022. It includes a proposal to adapt two of the Commission's existing roles and to create three new ones.

9.0 House Style Guide

The House Style Guide sets out the standard format and style associated with each of the Commission's products and communications, including inspection reports, letters and emails. The document was reviewed, and it was agreed that changes are needed, for example, publications about complaints should be produced in alternative languages, such as Polish and Portuguese, and consideration should be given to using formats that are more accessible for people with learning disabilities and people with learning difficulties.

10.0 Escalation, Enforcement and Review Policy

A review of both the policy and the procedures was presented. There is a need to synchronise the definitions used in the Escalation, Enforcement and Review Policy with the Representation Procedures, and to adjust some of the associated timescales.

Commissioners asked that further advice be sought from the Law Officers Department (LOD), to ensure that the policy and procedures comply with the Law, the associated Regulations, and the principles of natural justice. It was also requested that a workshop be convened for Commissioners on the role and purpose of a Representations Panel.

11.0 Forward Look and calendar of Board Meetings and Workshop 2022

No other business was raised. The dates of the Board meetings for 2022 were agreed.