

Minutes

Meeting title:	Jersey Care Commission Board	
Meeting date and time:	Tuesday 29 March 2022, 9:15 to 13:45 pm	
Meeting location:	1 st Floor, Capital House, 8 Church Street, St Helier and Microsoft Teams	
Meeting chair:	Glenn Houston (GH)	Chair
Those present:	Alison Allam (AA) Lesley Bratch (LB) Jackie Hall (JH) Noreen Kent (NK) Angela Parry (AP) Siân Walker-McAllister (SW)	Commissioner Commissioner Commissioner Commissioner Commissioner Commissioner
Attendees:	Bradley Chambers Becky Sherrington Mandy Thorne (MT) Sara Felton (SF)	Head of Governance, Policy and Standards (HGPS) Chief Inspector (CI) Meeting Minute Taker Independent Communications consultant
Apologies:	None	

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Draft Minutes of Board meeting (09 February 2022) 3. Draft Minute Summary of Board meeting (09 February 2022) 4. Chair's Report 5. Chief Inspector's update 6. Budget Summary 7. Projects Update Report 8. Power Point – Project Summary Children's Service Expansion 9. Integrated Risk Register 10. 2021 Annual Report 11. Power Point – Inspection Consultation Feedback 12. Business Plan 2022 13. Review of Complaints Policies 14. Forward Look 2022
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PART A – PUBLIC SESSION

1.	Welcome, Apologies and Declarations of Interest.	
	The Chair welcomed everyone to the meeting and asked if any of the Commissioners wished to declare any new conflicts of interest. None were declared.	
2.	Minutes of last meeting and Matters Arising	
	<p>Minutes of the meeting of 09 February 2022 (document 2) and summary of the minutes (document 3) were agreed as an accurate record.</p> <p>SW proposed, and AA seconded acceptance of the minutes. NK proposed and LB seconded acceptance of the minute summary.</p> <p>The Board reviewed the action points arising from the previous Board meeting:</p> <ul style="list-style-type: none"> • Action P1: Care Commission email accounts. CI advised that the date for moving to the new emails, and creation of securer platform for all documents had been deferred until the weekend of 23/24 April. Commissioners will be sent FAQs regarding the change and are asked to save anything in their emails that they wanted to keep. MT will query with Modernisation and Digital (M&D), if there is a solution available to make the Board papers simpler to navigate (new Action P2). • Action P2: Work on the draft Standards is ongoing and discussed in item 6. • Action P3: Escalation Enforcement and Review Policy, ongoing. Veronica Dempsey (VD) from Law Officers Department (LOD) is undertaking a review and a further meeting is scheduled. • Action P4: Representation Panel training; this will be explored further once VD's advice has been received • Action P5: Relationship with 'My Voice Jersey'. CI met with Patricia Winchester to explore how the two organisations may work more effectively together. <p>It was agreed that actions P2 to P5 be closed.</p>	
3.	Chair's Report	
	<p>The Chair tabled a Report (document 4) and highlighted:</p> <ul style="list-style-type: none"> • Government of Jersey (GoJ) is running a public consultation on fees for the new Regulations for Children's Service, until 08 April. The Commission will issue a formal response. • Following the re-ordering of the timescale relating to the introduction of new Regulations (which would bring forward the intended regulation of the General Hospital), the Commission has contacted the Picker Institute (PI) regarding the facilitation of a Patient Experience Survey and has received a proposal 	

	<p>and associated costs. In addition, a meeting has been arranged with the Care Quality Commission (CQC) on 4 April.</p> <ul style="list-style-type: none"> • The Minister for the Environment has requested that the Commission report on domiciliary care. The Board discussed the extent to which this is within the remit of the Commission and the possibility of surveying home care agencies views on how changes could be made to support the sector. The CI had received a response to this proposal from the Picker Institute, on leading on behalf of the Care Commission, a survey of the sector. The Commission will advise the Minister as to the associated costs and proposed timelines. • The Commission met with Sir Derek Myers who is conducting a review of Jersey's Covid response. One question related to the Commission's use of notifications. CI has commenced discussions with GOJ informatics on the feasibility and benefits of sharing information received by the Commission, to identify trends. 	
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4.	Chief Inspector (CI) Update	
	<p>CI tabled an Update (document 5) and advised:</p> <ul style="list-style-type: none"> • Following the Improvement Notice served on the Secure Children's Home (SCH) in November 2021, it was re-inspected in March 2022. The unannounced inspection in March 2022, identified 12 areas for improvement (eight had been identified in November 2021). The inspection had found significant safety concerns and breaches related to safety of staff, staff training, Disclosure and Barring Service (DBS) checks, environment, absence of policies, and lack of a registered manager. Also, the home had breached its conditions on registration by admitting a care receiver into a non-registered room. <p>A further Improvement Notice has been issued on the 28 March 2022 and will be published on the 31 March 2022. The notice was served on the interim Director General of Children, Young People, Education and Skills and shared with the Minister for Children and Education, and the Children's Commissioner (CC).</p> <ul style="list-style-type: none"> • Regarding inspections under the new Regulations, CI advised that she is considering sourcing expertise from the Royal College of Psychiatrists (RCP) and the Care Quality Commission (CQC). Framework agreements would need to be in place. The Board welcomed both proposals and agreed that discussions should proceed. <p>HGPS advised that a temporary administrator is providing input relating to the Medical Practitioners Register cleanse. The Commission is currently advertising for a full-time administrator and recruitment for the Regulations Officer vacancy is progressing.</p> <p>HGPS advised that existing job descriptions are being reviewed to ensure that the Commission's job roles more fully reflect its requirements.</p>	

5.	Budget Summary (February 2022)	
	<p>CI advised the Budget Summary (document 6) does not yet reflect the Budget Build for 2023, as the budget transfer has not taken place and is therefore not reflective of the current position. A transfer of funds is in progress. CI is meeting with a representative from Treasury to seek an update.</p>	
6.	Projects Update	
	<p>HGPS presented a Projects Update (document 7).</p> <p><u>Medical Practitioners Cleanse</u></p> <p>HGPS advised that the cleanse is progressing, and that all medical practitioners have now been issued with a return. This project is rated 'amber'.</p> <p><u>Standards for services new to registration (document 8)</u></p> <p>HGPS advised there has been considerable progress since the previous Board, although three sets of Standards remain outstanding:</p> <ul style="list-style-type: none"> • Care provided in special schools • Residential family centres • Safeguarding for children and young people. <p>The RCP may assist the Commission to write the standards for Child and Adolescent Mental Health Service (CAMHS). This project is rated 'amber'.</p> <p>The Chair requested that a column be added to the table in the Projects Update Report to record progress (Action P3).</p>	
7.	Integrated Risk Register	
	<p>HGPS presented the Integrated Risk Register (document 9).</p> <p>Risk 10 related to an organisation that is setting up and it is likely that the service and similar such services will need to be registered. This is being pursued by the Commission.</p>	
8.	Communications Update	
	<p>Sara Felton (SF) joined the meeting and introductions were made. SF is an independent communications specialist who is supporting the Commission on a part time basis, for 6 months. Her role is to devise a communications plan to support the communications strategy.</p>	

	<p>SF advised plans:</p> <ul style="list-style-type: none"> • Publication in Gallery magazine and Our Island (reaches 40,000+ people). She has also extended the social media, opening accounts with Facebook and Instagram, to add to Twitter. • Commission intends to hold a public facing event in May. • Website changes (including Search function). • Consideration of a blog might be used to explain the roles and responsibilities of staff and Commissioners. <p>There was a discussion about how the Commission might raise its profile.</p> <p>The Chair advised that the remit of the Commission must be made clear to avoid raising expectations for input which it does not provide. The Communications Strategy should be reviewed in September.</p>	
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9.	Annual Report 2021	
	<p>HGPS presented the draft annual report (document 10).</p> <p>Commissioners welcomed the draft, commended the use of graphics but considered that it may benefit from shortening. HGPS will edit the document before submitting it for publication.</p> <p>The Chair asked that Commissioners review their pen photographs and to submit new ones, if required (Action P4).</p> <p>The Chair will discuss with Tom Walker (TW) Director General for Strategic Policy, Planning and Performance whether in his role as Accountable Officer he wishes to submit a signed statement regarding the financial report.</p>	

10.	Inspection Process 2021 Feedback Report	
	<p>HGPS presented Power Point presentation (document 11), which summarises feedback from managers and providers of regulated activities, in respect of the inspection process. The responses were largely positive. Respondents provided suggestions of how improvements might be made, and the Chair requested that CI draft a paper in respect of each of the suggestions (Action P5).</p> <p>HGPS noted that responses also indicated that the Commission is perceived as needing to strengthen its visibility, which corresponds with the intention of improving its external communications.</p>	

11.	Business Plan 2022	
	<p>HGPS presented the business plan (document 12).</p> <p>There was discussion that existing Key Performance Indicators (KPIs) combine internal (business as usual) and external elements. The Chair requested the Internal</p>	

	<p>KPIs be retained but reported internally (Action P6). It was agreed additional KPIs are needed pertaining to the functioning of the Board. The Chair requested that 'develop and maintain' replaces the word 'establish' for Priority 2.4, to better express the current position.</p> <p>The Chair advised that the Business Plan should be produced alongside the Budget Build and proposed that the 2023 Business Plan be presented at the November Board; the Forward Look to be updated accordingly.</p>	
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12.	Review of Complaints Policy	
	<p>HGPS presented the complaints policies and associated leaflet (document 13).</p> <p>The Chair noted that page numbers are inaccurate, and minor typographical errors. He asked that a statement be inserted on page 11 to state that a report will be made within 15 working days, or, if more complex, the complainant will be contacted and advised of the reason for the delay. The Chair considered that there should be three possible outcomes, as opposed to two, as a complaint may be partially upheld. NK requested that the word compassionate in the leaflet is replaced with person centred. NK also asked that the language stating a person has the 'right to' or is 'entitled to' or 'may' make a complaint, is reconsidered, as different words have different implications.</p> <p>HGPS will review these points and update the policy. The policy should be reviewed biannually.</p> <p>It was noted that the Commission does not have a whistle blowing policy, and it was advised that one should be developed (Action P7).</p>	

13.	Forward Look	
	<p>The Chair requested the changes be made that were referenced in the meeting.</p> <p>The Chair suggested there are three choices for a workshop:</p> <ul style="list-style-type: none"> • Visiting services across the Island • A single agenda linked to a relevant topic • A public facing event for service representatives <p>After discussion it was agreed there will be an event for service representatives on 17 May 2022 and Commissioners will be invited to attend. In respect of undertaking visits to care providers in Jersey, the Chair proposed that this be undertaken as part of induction for new Commissioners in either July or September.</p>	

14.	Any Other Business	
	No other business was raised. The meeting was concluded.	

	<p>Dates of forthcoming Board Meetings in 2022:</p> <ul style="list-style-type: none"> • 18 May • 20 July • 14 September • 16 November 	
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JERSEY CARE COMMISSION

Action Points

	Action Point	Owner	Status
P1	Arrange for the transition from gov.je to carecommission.je email addresses.	CI	ongoing
P2	Query board paper solutions with M&D.	MT	
P3	Add a column in the Projects Update for new Standards to show progress.	HGPS	complete
P4	Photos of Board members to be sent to CI/ HGPS suitable for the annual report.	CI	
P5	Create a briefing paper on the suggestions made on post inspection questionnaires.	HGPS	
P6	Remove Internal KPIs from the business plan and use them internally.	HGPS	
P7	Development of a Whistle blowing policy.	HGPS	