

# Chief Inspector

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# Jersey Care Commission



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[JerseyCareComm](#)



[www.carecommission.je](http://www.carecommission.je)



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# About Us



- The Regulation of Care (Jersey) Law, 2014
- Formed in 2017 – independent and arms length
- Chair and Commissioners
- Chief Inspector, Head of Governance, Policy and Standards, 5 Regulation Officers, administrative support

# Our Values



- Person centered
- Integrity
- Openness and accountability
- Efficiency and excellence
- Engagement

# What's important to us



- Independent assurance
- Promoting best practice
- Working with people who use services and their families

# What we do



Register and inspect establishments, agencies and providers:

- Care homes (adults and children)
- Home care
- Individual carers
- Adult day care
- Tattoo and piercing premises and practitioners
- Yellow Fever centers
- Lasers

Healthcare, dental and medical professionals register

# Our approach to regulation and inspection



- Collaborative
- Supportive
- Relationship based
- Rights based
- Proportionate
- Fair



# How we will inspect



## What the Law says:

- Inspectors
- Requirements for inspection of premises
- Powers of inspection
- Report following inspection
- Power to require documents and information
- Offence of obstruction or non-compliance
- Complaints and further requirements as to inspections

# SUMMARY OF RESPONSES

**The Commission intends to provide independent assurance, promote best practice and improve health and social care outcomes for the people of Jersey.**

Every home care service, day service and care home must receive at least one statutory inspection each year.

In 2021, providers and managers of regulated activities were sent a post-inspection questionnaire.



## THE FEEDBACK IS POSITIVE...

...particularly in relation to how inspections are undertaken.



## AREAS OF CONCERN...

In general when areas for improvement are identified during an inspection, **these and their associated timescales are perceived to be reasonable.**



## LENGTH OF INSPECTIONS VARIES WIDELY

# 24

## RESPONSES RECEIVED

- 17 care homes
- 7 home care services



## INSPECTOR RECEPTION

Feedback demonstrates that inspectors invariably introduce themselves, speak with staff, care receivers & relatives and spend time with managers.



## GENUINE BENEFITS

Providers and managers were able to **identify genuine benefits to the inspection process.**



## HELPFUL SUPPORT

When there has been a need to contact the Commission for advice or support outside of inspections, **the Commission is perceived as helpful and responsive.**



## AWARENESS

In most cases, respondents did not believe that the Commission has a high enough profile or that its role and function are clearly understood.



## IMPROVEMENTS

A **varied range** of responses were provided to how the inspection process might be improved.



## PANDEMIC SUPPORT

Although feedback indicates that individual inspectors were supportive throughout the pandemic, the organisation as a whole is criticised for not being sufficiently vocal or proactive.



## OPERATING IMPROVEMENTS

Several suggestions were provided about how the Commission might improve how it operates or do things differently.



# How to prepare for your inspection



## **Our responsibilities:**

- Review of information; changes in management; received intelligence; notifications
- Communication between Commission and Social Services departments
- Announced v unannounced
- Collaborative approach

## **Provider/Management responsibilities:**

- Ensure adherence to Regulations and Standards
- Updated records
- Ensuring records are available
- Statements of Purpose



# Inspection Reports



- Must be prepared following an inspection
- Must include Commission's conclusions re. compliance with mandatory and discretionary conditions and requirements
- Provider and Manager must see draft before it is finalised
- 28 days to submit a response
- Factual errors must be corrected
- Provider and Manager must receive copy of final report



Any questions / comments?