

Jersey Care Commission Board Meeting

Date of Meeting	17 May 2023		
Title of Paper	Chief Inspectors Report		
Agenda Item	5.0		
Protective marking	Public		
Author	Chief Inspector		
Presented by	Chief Inspector		
Executive Summary	This is an update to the Board on a range of operational and strategic matters arising since the Board meeting of 29 March 2023.		
Recommendation/Resolution	The board is asked to NOTE this paper.		
Next steps	Not applicable		
For Noting	<input checked="" type="checkbox"/>	For Discussion	<input type="checkbox"/>
		For Assurance	<input type="checkbox"/>
		For Decision	<input type="checkbox"/>
Reasons for Confidentiality of papers			
Matters relating to named providers			
Matters relating to named individuals (Data Protection Jersey Law)			
Issues relating to employment matters concerning identifiable staff			
Matters involving commercial or financial confidentiality			
Draft papers under discussion before final approval			
Papers which are expected to be published at a later date			
Issues relating to legal or statutory proceedings			
Papers for confidential meeting or otherwise agreed not for publication			

Chief Inspector's Report 17 May 2023

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 29 March 2023.

Key meetings

March - May 2023:

- (Interim turn around) Chief Nurse
- CYPES (Children, Young People, Education and Skills) Chief Officer and Senior Leadership Team
- Budget Review meeting with Finance Business Partner
- CQC - Head of Strategy, CQC and colleagues (Care Quality Commission)
- Chief Pharmacist, Head of Policy GOJ and Deputy Chief Inspector

1.0 Complaints

There have been no new complaints received about the Commission since the previous Board meeting.

The Commission's Regulation Officers continue to operate a 'duty system' which allows members of the public to raise concerns or make complaints about regulated activities in person, by telephone or in writing. Any such concerns and complaints continue to be managed in accordance with the Commission's complaints policy.

2.0 Workforce

A number of vacancies have now been successfully filled: 2 Regulation Officers (ROs) and a Pharmacist Inspector role have been offered. The interim role of Principle Policy and Standards writer has been advertised and interviews are arranged for the 5 May 2023.

The project manager (Consultant) continues to lead the registration/digital project, working two days a week during 2023. A project board has been set up and the Commissioners will receive a project update at the May 2023 Board.

Expert advice is also being utilised, on a part time basis, to support developing inspection methodology.

3.0 Inspections and Regulatory Activities

The statutory inspections schedule continues for 2023 and new services that the Commission anticipate registering with us later this year have also been taken in to account.

Several of the 10 new areas for regulation will require additional expert advice and support, and the proposed teams and provisional timeline of inspections are being devised..

4.0 Children's Services

Following the issue of Improvement Notices (November 2021 and March 2022) for the Secure Children's Home (Greenfields), the Commission continues to monitor the information submitted by Children's Services. The Chief Inspector visited (unannounced) the Home with a Regulation Officer on the 27 April 2023 and was able to evidence directly the significant improvements made by the service.

A meeting has taken place with the Chief Officer and Senior Leadership team (CYPES), briefing them on the inspection methodology for Childrens Social Care. Regular meetings are scheduled with the Chief Inspector and the Chief Officer in preparation for inspections.

All Managers in Children's Services have been invited to attend a series of workshops organised by Regulation Officers, to support the registration process.

5.0 Adult Social Care Sector

Following the publication of the paper: [Discussion-Paper-Addressing-Challenges-and-risks-in-adult-social-care.pdf \(carecommission.je\)](#) a meeting has occurred with Director of Delivery Unit, Cabinet Office, GOJ to discuss solutions.

6.0 Communication / Media Interest

Weekly meetings are in place with the Chief Inspector and Communication Lead to track progress on our communications plan.

The inspection process feedback report (data presented to the Board in February 2023) has now been published via our website and social media

<https://carecommission.je/wp-content/uploads/2023/04/ID-6468-JCC-inspection-Feedback-Summary-ARTWORK.pdf>

Media interest in the Commission's work since the previous board, has included:

- [Ambulance and mental health services to be regulated by Care Commission | Bailiwick Express Jersey](#)
- [Separated family centre to trial reopening | Bailiwick Express Jersey](#)
- [Jersey care home residents left without hot water and lift in 'Occupation'-style conditions – unannounced inspection finds - Jersey Evening Post](#)

7.0 Ministerial

Meetings with Minister Renouf (Environment) occur every three months.

A meeting has been arranged for the 4 May with Minister Gardiner, the Chief Officer (CYPES) and the Chief Inspector to brief her on the inspection methodology for Childrens social care.

8.0 Regulator Meetings/opportunities

The Commission has joined the European Partnership for Supervisory Organisations in Health Services and Social Care (EPSO), which is an informal group of

governmental and government-related organisations involved in law enforcement, supervisory activities, monitoring and accreditation, related to Health Services and Social Care in European countries or regions, including EFTA (European Free Trade Area) countries.

The Chief Inspector is now invited to attend their monthly meeting and also attended the 2.5 day conference in Malta 19-21 April. The conference provided the Chief Inspector the opportunity to meet those in similar roles in Estonia, Latvia, Holland, Hong Kong, Denmark, Isle of Man, Singapore, Malta, England, and Wales. Discussions particularly relevant to the Commission included the challenges posed to regulators, when inspecting new areas of healthcare (Cosmetics, virtual clinics and future healthcare models etc). Research was also presented on the impact of social isolation in care settings, ageing well strategy in Singapore and training for Regulation Officers. A follow up meeting as a result of the conference has been arranged with the Maltese Regulator and the English Regulator (CQC) to learn more about the work led in England by the CQC to strengthen inspections of Learning Disability services. An opportunity to be involved in the pilot of an online training programme for Regulation Officers has also been followed up.

A Regulation officer shadowed an inspection with the CQC team in February 2023, and another shadowing opportunity for an additional Regulation Officer is also planned for April 2023.

A discussion with a UK regulator (CQC) and the Commission to provide expert workforce support for inspecting health care provision continues to progress.

The Chief Inspector is included in the UK and Ireland regulators forum.

9.0 Picker Institute – Survey of Childrens Social Care services.

Picker will be supporting the Commission on the design and implementation of the Staff and Service User Survey to meet the need for the 'Annual Survey' of Children's Services, supporting the feedback of children's social care services as part of future

inspections. A project plan is now being agreed to support the implementation and regular meetings are in place with the project team and the Chief Inspector.

10.0 Assisted Dying

[Assisted dying in Jersey \(gov.je\)](#)

The feedback report was published on the 28 April 2023; in which the Jersey Care Commission is referenced [Assisted Dying in Jersey Phase 2 Consultation Feedback Report \(gov.je\)](#). The next steps in developing the assisted dying proposals include:

- May 2023: Proposals refined using consultation feedback
- June 2023: Council of Ministers to agree refined proposals
- Summer 2023: Ethics review on proposals undertaken
- Autumn 2023: Proposals to be further refined using ethics review
- December 2023: Lodge proposals for debate
- February 2024: States Assembly debate
- March 2024: Law drafting to begin, if proposals approved by States Assembly

11.0 Memorandum of understanding (MOU)

Discussions are still ongoing with UK professional regulators and Jersey regulators. The Head of Business and Performance is leading on this and final draft MOU's have been prepared.

12.0 Regulation of Care (Jersey) Law 2014 – Proposed Amendments

The first draft of law drafting instructions for proposed amendments to the Regulation of Care (Jersey) Law 2014 has been received by the Chief Inspector, Chair and Deputy Chief Inspector. These set out the GOJ initial proposals on the services that should be regulated in the next phase.

A meeting with Head of Policy, GOJ is being arranged to discuss the proposals and he will be attending the May Board Workshop to outline the content and timeline for these further amendments to Regulations. Following the Commission's feedback, the Minister's permission to formally send the instructions to the Legislative Drafting Office will be required. Once the draft Regulations and Law are drawn up the GOJ

will launch a public consultation on them. Only after that consultation has concluded will the GOJ be ready to press forward with final proposals.

13.0 Inspection Reports Review

An external consultant who has previously carried out proof reading for the Commission continues to carry out a review of the 2022 Inspection Reports. This external review will provide feedback on what is working well and for the Regulation staff to consider the opportunity to restructure the reports if necessary. The Deputy Chief Inspector is working with the consultant on this area of work, and it is anticipated the outcome will be brought to the Board Meeting in July 2023.

14.0 Engagement Event – 24 May 2023, St Helier Town Hall

The Commission has organised an engagement event for Registered Managers across all Regulated Services. This will involve 2 Commissioners and the Regulation Team. Invites have been sent and to date over 55 Managers have accepted the invitation. The agenda is being finalised; however, the event will include feedback from Inspection Reports (Deputy Chief Inspector), the planned changes to the Regulation of Care Law (Francis Walker) and an interactive event with speakers from a range of Registered Managers across the sectors.