

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 17 May 2023.

Key meetings

May 2023 – July 2023:

- Chief Officer (Chris Bown) and Director of Mental Health Andy Weir (briefing on CYPES inspection methodology and CAMHS)
- Chief Officer CYPES (Children, Young People, Education and Skills) (Robert Sainsbury) and Minister Gardiner
- CYPES – Group Director (Susan Devlin)
- Finance Business Partner, Budget Review meeting
- UK (United Kingdom) and Ireland CEO Inspector/Regulator meeting
- Ann Trudgeon (Independent Consultant) review of inspection reports
- Public Health (Women's Health Needs Assessment)
- CAMHS and Royal College of Psychiatry
- Head of Policy (Regulation of Care Law amendments)
- Digital Jersey – Automation Workshop / Care for aging population
- Long Term Care Fund Meeting [r.95-2023.pdf \(gov.je\)](#)

1. Complaints

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

The Commission is currently supporting one individual in their complaint against a care provider.

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.

Regulation Officers continue to be involved in Safeguarding Meetings when relevant and where safeguarding concerns relate to a registered service.

2. Workforce

New appointments have been made as follows: -

- 2 (New) Regulation Officers (ROs) – commencing September 2023
- Part-Time Pharmacist Inspector – commencing 12 July 2023
- Interim Principal Policy and Standards Writer – commencing end of August 2023.

The mid-year appraisals for all staff have been completed. The annual staff 'Be Heard' survey has been promoted, and all staff are encouraged to complete it.

The Deputy Chief Inspector has resigned and will be leaving on 22 August. Advice was sourced from Government of Jersey HR regarding the vacancy. Expressions of interest have been sourced internally and one of the current Regulation Officers has been successful in being promoted to this role on a one-year secondment, commencing on 21 August 2023.

2. Inspections and Regulatory activities

The statutory 2023 inspection schedule has been reviewed by the Regulation Officers with the oversight of both the Chief Inspector and the Deputy Chief Inspector. This includes the new services we anticipate registering with the Commission. At the current point, it is not anticipated that there will be any difficulties associated with fulfilling the Commission's legal obligations in completing annual inspections of all regulated activities. However, this remains under close and regular review.

4.1 Children's Services

All areas new to regulation submitted applications for registration before the June 30, deadline, and are being processed.

An application for a current childcare provider, Centrepoint, to register as a child contact centre has been processed, and a pre-registration visit has occurred.

Before registration, Children's Homes managers attended several workshops at CYPES offices organised by the Regulation Officers, which covered the registration and inspection process. These were well-received, and it is anticipated that they will better prepare the services for regulation and inspection.

4.2 Adult Social Care Sector

[JCC-Inspection-Review-May-23.pdf \(carecommission.je\)](#)

In 2022 our inspection work focused on three key lines of enquiry: Safety, Care and Support, and Training.

In checking compliance against Standards and Regulations, the inspection reports set out observations on good practice and areas for improvement. Inspections focus on the Standards; therefore, the headlines are often about areas of improvement and where Standards still need to be met.

We have reviewed the 2022 inspection programme and reports, to identify any emerging themes. This published paper highlights that in general exceptional care has been provided and has identified the social care sector's positive impact on islanders' lives in Jersey.

Looking back over the year, we have seen a range of good practice 'themes' emerging, which is encouraging.

5. Escalation and Enforcement

No new escalation action has been undertaken.

6. Legal Advice

Since the last Board meeting, there have been four occasions where advice has been sought from the Law Officers Department.

7. Communication

Weekly meetings are in place with the Chief Inspector and Communications Consultant to track progress on our weekly communications plan.

Media interest in the Commission's work since the previous Board has included high levels of interest in the Unregistered Regulated Children's Homes:

[Jersey Care Commission inspections found multiple children's homes not fit for purpose | Jersey Evening Post](#)

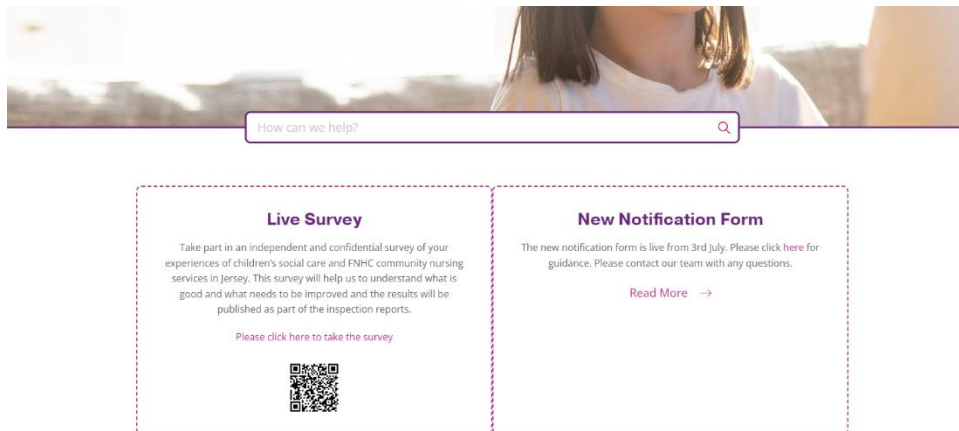
- [Jersey children's homes failed to meet standards of care - BBC News](#)
- [20230524-dep-i-gardiner-jcc-inspection-report.pdf \(childcomjersey.org.je\)](#)
- [FOCUS: Why weren't we told? "Obstructive" Gov slammed over children's home failures | Bailiwick Express Jersey](#)
- [Should children's home failings be treated as criminal? | Bailiwick Express Jersey](#)

Media interest has also included [£81k funding to launch new parent-child contact centre | Bailiwick Express Jersey](#)

Press release sent to all media outlets regarding launch of survey, which to date has resulted in a live interview with Chief Inspector, on BBC radio Jersey, 30 June 2023.

[Jersey Care Commission announces launch of annual survey - Channel Eye](#)

Changes to the website were launched on the 3 July, to include a 'live updates' section on the front page, to allow links and information to be shared (image as below).



8. Ministerial

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

9. Regulator Meetings/opportunities

Another Regulation Officer shadowed an inspection with the CQC team in May 2023, and another UK CAMHS shadowing opportunity for an additional Regulation Officer is also planned for July 2023.

A formal request to work together with the Isle of Man (IOM) was received on July 26, 2022, and a response from the Chief Inspector was issued on August 9, 2022. The Deputy Chief Inspector (DCI) and a Regulation Officer visited IOM on 19/20 January.

The proposal to work together was discussed at the February 2023 Board, and the proposal to undertake inspections was declined by the board due to the potential risk this could pose to the planned workload of the Commission during 2023.

The IOM has requested that a further discussion with the Commission occur, which has been arranged for July 4, 2023.

The Commission is now a member of EPSO, [EPSO | European Partnership for Supervisory Organisations in Health Services and Social Care \(epso-net.eu\)](https://www.epso-net.eu/), and an application for Regulation Officers to participate in the training programme being launched in September has been submitted. Some Regulation Officers may attend the next EPSO meeting in Cardiff in October 2023.

10. Picker Institute – Survey of Children's Social Care (CYPES) and Child and Family Services (FNHC) service users and staff.

<https://bit.ly/CYPInspection>

To support the children's care inspection methodology process, the Picker Institute has been contracted to lead an online survey (the annual survey) for both children/young people. A detailed comms plan has been devised to support the launch and encourage uptake. A collaborative approach with FNHC and CYPES has been developed.

This is the first survey of its kind being undertaken by the Commission in conjunction with Picker as part of the inspection methodology. The survey will help us to understand what is good and what needs to be improved, and the results will be published as part of the inspection reports.

The public is advised that if anyone needs help filling in the questionnaire, they can email JerseyCareCommission@picker.org or call Picker on Freephone 0800 197 5273, 9 am to 5 pm, Monday to Friday.

Work with CYPES is ongoing to support mailing letters to parents/carers to encourage uptake.

Engagement with key stakeholders has also taken place as part of the Communication Plans.

<https://vimeo.com/833238215>

<https://youtu.be/5ZxaxTZ256o>

11. Memoranda of understanding (MOU)

Discussions are still ongoing with UK professional regulators and Jersey regulators. The Head of Business and Performance is leading on this.

12. Regulation of Care (Jersey) Law 2014 – Proposed Amendments

The first draft of law drafting instructions for 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's initial proposals on the services that should be regulated in the next phase. No further update since the last Board meeting.

13. Inspection Reports Review and House Style Guide

As previously advised, an external consultant who has previously carried out proof-reading (November 2022, Discussion Paper) was commissioned to review the 2022 Inspection Reports in collaboration with the Deputy Chief Inspector. This external review provided feedback on what works well; a report was published in May 2023. [JCC-Inspection-Review-May-23.pdf \(carecommission.je\)](#)

The review of the inspection reports has concluded in a reformatted inspection report template. The template has streamlined the pre-existing format and is intended to make inspection reports simpler to navigate and more accessible. The template has been consulted on with the team and is complete as a final working draft. It is intended that the new format will be launched in January 2024.

Alongside this, the Commission's House Style Guide has been thoroughly reviewed following advice and input from the external consultant.

Both documents will be added to MS Teams for Board members' review and approval.

14. Engagement Event

An engagement event was held at St Helier Town Hall on 24 May 2023. Over 85 registered managers attended. The focus of the event was to provide an update on the changes to the team (led by the Chief Inspector), changes to the Regulation of Care (Jersey) Law 2014 (led by the Head of Policy, SPPP), a summary of the inspection report paper (led by the Deputy Chief Inspector) and interactive sessions, following talks led by three service managers on recruitment and retention, monthly reports and leading a service through an improvement journey.

15. Registry CRM Project

Project meetings take place twice monthly, to review progress, risks, and key decisions.

Project Progress



- Project Planning with CoreFocus – 9th June 2023
- Supplier Start Date – 21st June 2023
- Environment Setup Kick-off (M&D) – 29th June 2023
- Discovery Session (Code Analysis) – 30th June 2023
- Sign Contracts (JCC / Corefocus) – 3rd July 2023
- Start Environment Build Process – 3rd July 2023

Last 3 Weeks		Next Two Weeks Starting	
08/06/2023		29/06/2023	
Time	G	Time	G
Budget	A	Budget	A
Scope	G	Scope	G
Resource	G	Resource	G