



Chief Inspector's Report 13 September 2023

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 19 July 2023.

Key meetings

July - August 2023:

- CYPES (Children, Young People, Education and Skills) Chief Officer
- Budget Review meeting with Finance Business Partner
- UK and Ireland CEO Regulators meeting
- CQC - Head of Strategy, CQC and colleagues (Care Quality Commission)
- Chief Pharmacist, Head of Policy GOJ and Deputy Chief Inspector

A request for a meeting with the Interim Chief Executive of Government of Jersey, has been issued, as part of his induction to role.

A meeting request to meet with the health management team which came from Guernsey has been organised for the 11 September.

Two Regulation Officers will be attending the EPSO-net conference in Cardiff; 18-21 October.

1.0 Complaints

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

The Commission has received complaints in relation to other services and in keeping with the first step in the investigatory process they have been advised to contact the service provider for responses.

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:

A part time Pharmacist Inspector began her role in July. The interim role of Principle Policy and Standards Writer began on 21 August 2023, to prepare for new areas to Regulation. Two new regulation officers will begin working with the Commission in October 2023.

Fiona McLaughlin (previous Regulation Officer) began her act up post as Deputy Chief Inspector on 21 August for 12 month secondment. An updated organisational chart is available as appendix 1.

The project manager (Consultant) continues to lead the registration/digital project, working two days a week during 2023. A project board continues to monitor the project.

Expert advice also continues to be available to support the preparations for the implementation of the inspection of Childrens Social Care.

3.0 Inspections and Regulatory Activities

The statutory inspections schedule continues for 2023 and services that have registered with us recently have also been included.

Several of the 10 new areas for regulation will require additional expert advice and support, and the proposed teams and provisional timeline of inspections has been finalised.

4.0 Children's Services

Inspections are now scheduled and will occur during 2023 and 2024. The inspection handbook is now available via [Childrens-Inspection-Handbook-2023.pdf \(carecommission.je\)](#) and has been shared with the service and promoted via social media.

5.0 Communication / Media Interest

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

Media interest in the Commission's work since the previous Board has included social media post on LinkedIn on the role of a commissioner and Noreen Kent's role with a link to our website [Noreen Kent | Jersey Care Commission](#). A published article in the Jersey Evening Post on the inspection handbook publication and the role of the commission, was published in August. Various social media posts have also promoted participation in the annual survey.

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

[Commission seeks responses to survey on young islanders' social care | Bailiwick Express Jersey](#)

A Communications plan (agenda item 12.0) has been developed to engage the local community and media to continue to help develop understanding about regulation; working with a Regulation Officer, current providers, including Care Home Providers, Government Departments and Charity organisations. Filming will occur in September and the communications will begin in October.

6.0 Ministerial

No Meetings with Minister Renouf (Environment) have occurred since the last Board, the next meeting has been scheduled for 2 October.

7.0 Picker Institute – Survey of Children’s Social Care Services.

Picker have supported 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 in place (in addition to a communications plan), to support the implementation and regular meetings have taken place with the project team and the Chief Inspector. The survey closed on the 29 August, and uptake has been positive. The results will be published as part of the inspection reports.

Appendix 1 – Revised Organisational Chart

