



## **Meet our Principal Standards Officer, Valter Fernandes**

Valter recently joined the team at the Jersey Care Commission as our Principal Standards Officer.

In this new role, Valter is responsible for preparing the Commission for further regulated services. This includes the potential regulation of the Jersey General Hospital, Mental Health Services and Jersey Ambulance Service.

Here, Valter tells us more about his role and what he will work towards in 2024.

### **A new role for the Jersey Care Commission**

It is anticipated that the Government of Jersey will be launching a consultation to amendments to the Regulation of Care (Jersey) Law, which, if approved, will expand our remit of regulation to include the Jersey General Hospital, Mental Health Services and Jersey Ambulance Service.

My primary role as the Principal Standards Officer is to prepare the Jersey Care Commission for any new services to be regulated by writing a set of Standards to set out how care services should be provided across various sectors.

A lot of work is needed when new services become regulated, with very much of this occurring behind the scenes. In my role to draft a set of Standards, I am carrying out research, stakeholder engagement, and local, national and international partnership work with agencies such as other small regulators and larger regulators such as the Care Quality Commission.

Now, before the consultation on the standards takes place, my typical day mainly revolves around our project plan. This includes tasks such as undertaking research and analysis, writing, and meetings with stakeholders. When the public consultation on the draft Standards is ready, I will then work alongside many different groups and Islanders to gain feedback and then amend the proposed Standards as required.



## **How my background supports this role**

My area of specialism is in Acute Care Services as a caregiver, nurse prescriber, manager, and leader. My understanding of secondary care and navigating the unique challenges of healthcare in an island environment has been a humbling aspect of my career.

I began my nursing career in 2007 with a focus on emergency care, and it's been a journey filled with valuable experiences. Starting as a paramedic nurse, I learned to navigate the challenges of high-pressure situations and dynamic healthcare environments. As a staff nurse, I had the privilege of contributing to Accident & Emergency (A&E) and Acute Assessment Units, gaining insights into the intricacies of patient care.

Over the years, I've taken on roles that allowed me to grow professionally and personally. Serving as a ward manager in the Acute Assessment Unit taught me the importance of effective leadership in complex healthcare settings. Subsequently, I assumed the responsibility of Lead Nurse for Emergency, Medical, and Specialist Services, broadening my understanding of the healthcare landscape.

I then became Clinical Lead for Acute Care, where my focus was on enhancing the quality of patient care. I then embraced the opportunity to become a Nurse Prescriber, where I gained valuable experience in both secondary and primary care. Postgraduate emergency care and advanced practice studies deepened my knowledge of critical scenarios.

The COVID-19 pandemic presented unforeseen challenges, and during this time, I had the privilege of leading the team who established an Urgent Treatment Centre in response to the closure of primary care services. This experience highlighted the importance of adaptability and reinforced my commitment to ensuring healthcare accessibility under challenging circumstances.

I continue to learn and contribute, keeping the well-being of patients at the forefront of everything I do.



## **What I hope to achieve in this role**

My main goal is to ensure that the healthcare standards are accessible, show clearly what people should expect from the service, set out what the provider of services must do to meet people's expectations and finally provide a structure that can be used to inspect the care provided.

This role involves significant collaboration and interaction with various members of the regulation team and partners, including working with subject matter experts, legal experts, and other team members.

A large area of focus for me will be ensuring that we support and work closely alongside those that this regulation will impact. I look forward to hosting outreach, feedback and review sessions with various stakeholders.

This role is pivotal in supporting the Commission's purpose by providing independent assurance through rigorous standards development, promoting best practices through collaboration and communication, and achieving better outcomes by aligning standards with regulatory objectives and staying responsive to the evolving healthcare landscape. I am looking forward to playing my part in supporting this purpose.