



Chief Inspector's Report 15 November 2023

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 13 September 2023.

Key meetings

September – November 2023:

- CYPES (Children, Young People, Education and Skills) Chief Officer and leadership team (Annual Conversation)
- Budget Review meeting with Finance Business Partner
- Via invitation from the Children's Commissioner (Jersey) Chief Inspector met with Wendy Sinclair-Gieben, HM Chief Inspector of Prisons, Scotland and Sam Gluckstein, Head of UK National Preventive Mechanism (NPM).
- Quarterly meeting with Minister Renouf
- Government of Jersey Public Health Strategy launch
<https://www.gov.je/SiteCollectionDocuments/Government%20and%20administration/Population%20Health%20Strategy%202023%20to%202027.pdf>
- EPSO-net – monthly meeting
- Chief Inspector and Regulation Officer attended Jersey Refuge 35-year anniversary and rename launch [Freeda | Free from Domestic Abuse](#)
- Jersey Independent Violence against Women and Girls (VAWAG) Taskforce Report Findings and Recommendations Event
- Introduction to Regulation Team and Chief of Police, Jersey.

Two Regulation Officers attended the EPSO-net conference in Cardiff; 18-21 October.

Five Regulation Officers attended the Learning Disabilities and Autism Conference, Jersey.

A meeting with the Interim Chief Executive of Government of Jersey, as part of his induction has been arranged for 7 November.

Complaints

There has been one new complaint received about the Commission since the previous Board meeting and this is being dealt with by the Deputy Chief Inspector.

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.

Following the Board meeting in September 2023, the revised complaints policies have been uploaded to the website. Wording to the website to reflect policy changes have also been made.

[Complaints-about-Provision-of-Care-Policy-September-2023.pdf](#)

[\(carecommission.je\)](#)

[Complaints-about-the-Commission-September-2023.pdf \(carecommission.je\)](#)

Workforce

Two regulation officers were due to begin in October 2023. One is now in post, the second is due to start in November.

One administrator has resigned. This post will be advertised in December 2023.

A follow up 'team away day' for all staff has been arranged for the afternoon of 8 November. This will include an analysis of the year. There are several new members to the team, and so the afternoon will include exploring individual and team working preferences using the Insights Discovery Model, facilitated by 'The Colour Works' team.

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 independent consultancy also continues, to support the implementation of the inspection of Children's Social Care.

Inspections and Regulatory Activities

The statutory inspections schedule continues for 2023 and all 106 statutory regulatory inspections are scheduled to have taken place by year end. A newly designed dashboard to track progress against schedule is reviewed monthly at the Regulation Officer's team meetings.

Since joining the Commission in July, the Pharmacist Inspector has worked on several projects to support medicines management knowledge within the team and with care providers. She has assisted the Regulation Officers with inspections and queries, enabling her to gain a better understanding of the inspection process and the RO's to get a different view on medicines management in care settings. The Pharmacist Inspector has been improving guidance around transcribing medicines and covert medication administration. She has been working on guidance to assist with medication inspections going forward; this included training for the RO team. Currently, she is working on an audit of Home Care services to identify focus areas for inspection and where support is most needed.

Children's Services

Inspections have begun for services new to regulation. The CAHMS inspection took place on 18 and 19 October, in collaboration with the Royal College of Psychiatry. An inspection report is now being produced. The inspection team included a Regulation Officer, Consultant Psychiatrist / Associate Medical Director, Nurse Consultant, Service Manager and Service User (young person). During the inspection process, feedback was sought from several key stakeholders, including 'Youthful Minds'.

The Children's Social Care 'annual conversation' as part of the inspection process took place on 19 September with the Chief Officer, CYPES leadership team and Chief Inspector, Lead Inspector (external) and Regulation officer. A meeting with the Heads of Service also took place on 20 September to provide the opportunity to ask questions about the inspection process.

Monthly meetings have been held with the Chief Officer of CYPES, to ensure that the service is aware of the inspection process.

Communication / Media Interest

Weekly meetings continue 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 the launch of the #Careconversation via a press release on 20 October; ongoing videos are being posted via social media, with conversations. An analysis of the campaign will take place by the Communications team.

[Jersey Care Commission launches its Care Conversation campaign - Channel Eye](#)

[Regulation the focus of Jersey care talks | Jersey Evening Post](#)

Communication planning for amendments to the Regulation of Care Law, for future inspections of hospital, ambulance and mental health are in progress.

Ministerial

A meeting on 2 October with Minister for the Environment has occurred, quarterly meetings are scheduled.

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. The survey closed on the 29 August, and uptake was positive. The Regulation Officers will triangulate the findings of the surveys as part of the

inspection process; the results will be published as part of the inspection reports. The results of the surveys have been shared with the Providers (Chief Officer, CYPES and Chief Executive, FNHC).

8.0 Assisted Dying

The Chief Inspector has approached the European Regulators forum (EPSO), to begin a discussion on how assisted dying is regulated internationally. The Chief Inspector and the Government of Jersey Policy Lead were an agenda item on the EPSO monthly meeting which took place on 1 November. This enabled a briefing to European Regulators on the progress and timelines associated with assisted dying policy debate on Jersey and to establish links with international regulators with experience of regulating this area of care.

An Ethical Review of the States proposal for assisted dying has taken place and was published on the 6 November. The Chief inspector was invited to attend the Ministerial Briefing on the 6 November. [Assisted Dying in Jersey Ethical Review Report.pdf \(gov.je\)](#)

[Further information can be found at Assisted dying in Jersey \(gov.je\)](#)

Thematic Review

A thematic review of the published inspection reports for children's homes is currently being undertaken. Chief Officer of CYPES and the Children and Education Minister is aware. It is anticipated that this review will be ready for publication by December 2023. Future thematic reviews are being considered for 2024.

Piercing and Tattooing Code of Practice

The Piercing and Tattooing Code of Practice has been reviewed by the Regulation Team and an updated document will be consulted on soon.

A joint webinar session JOIC and JCC 'A practical guide to data protection'

Thursday 23rd November 2023 - 2pm until 3pm

This session will provide the healthcare sector with an introduction to the Island's data protection regulator, the 'Jersey Office of the Information Commissioner (JOIC), including who they are and what they do. All Jersey organisations that process personal data, under the Data Protection (Jersey) Law 2018, must be registered with the JOIC. This includes health and social care service providers who, beyond just registering, must know what personal data they use and why, have appropriate security measures in place to protect it, only use personal data for its collected purpose, and keep personal data records accurate and up to date. This is especially important in care settings that process high volumes of medical or sensitive data. This is a joint initiative, and the invite has been circulated to all providers and managers.