

## **Chief Inspector's Report February 2024**

### **Introduction**

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on November 15, 2023.

### **Key meetings**

November 2023 – February 2024:

- Budget Review meeting with Finance Business Partner.
- European Partnership for Supervisory Organizations (EPSO-net) monthly meeting.
- Chief Executives Regulators Meeting (Chaired by CQC).
- CEO and Board members of the Disclosure Barring Service (DBS).
- (Observer) GOJ Assisted Dying Professional Leads meeting.
- Chaired EPSO-net Assisted Dying Regulators Focus Group.
- Introductory meeting with Chief Executive (Andrew McLaughlin) of the Government of Jersey.
- Chief Inspector met with newly established 'Social Work Board.'
- Care Quality Commission (CQC) meeting with the executive team
- Friends of Africa, Jersey

### **Complaints**

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

The Commission's Regulation Officers continue to operate a 'duty system' allowing members of the public to raise a concern or make a complaint 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.

## Workforce

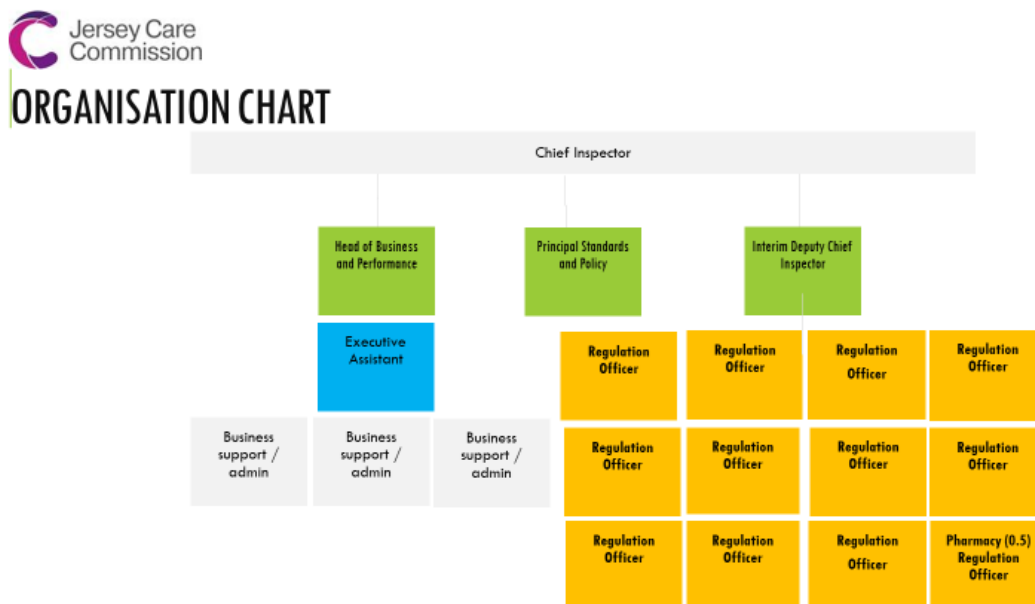
A Regulator Officer post commenced in November 2023.

Two Regulation Officers posts were advertised on 16 January 2024.

In preparation for new areas of regulation, one permanent legal advisor (25 hours per week) has been appointed and will be based within the Law Office Department; the Chief Inspector was a member of the interview panel. The law officer will begin her position in March 2024.

The pharmacist inspector is on maternity leave.

In anticipation of regulating the hospital, ambulance, and mental health services, the team management structure has been reviewed and is as follows:



The Head of Business and Performance job description has been amended, and this role now includes managerial oversight of the Business Support Team (previously admin team). Two Admin roles have been advertised (1 vacant existing role and one new role), and interviews have been arranged.

The expert independent consultants continue to support the implementation of the inspection of Children's Social Care, independent reviewing officers (IRO), and fostering and adoption.

The Project Manager (Consultant) continues leading the registration/digital project, working twice weekly during 2023. A Project Board continues to monitor the project.

### Inspections and Regulatory Activities

The statutory inspections schedule has been completed for 2023 and all 105 statutory regulatory inspections had taken place by year end. A total of 117 inspections took place throughout 2023.

Yellow Fever Centres have registered with the Commission for 2024; a total of 9 services have registered; a report for the Minister of Health and Community Services is being prepared and will be sent by end of January.

### Registrations

Registration for all health and social care practitioners has taken place.

	2021	2022	2023
<b>Health Professionals Total</b>	<b>3116</b>	<b>2329</b>	<b>2341</b>
<b>Ambulance Paramedic</b>	47	67	64
<b>Art Therapist</b>	3	3	5
<b>Biomedical Scientist</b>	145	62	64
<b>Chiropodist</b>	17	13	13
<b>Chiropractor</b>	31	29	27
<b>Clinical Scientist</b>	19	36	1
<b>Clinical Psychologist</b>	3	1	38
<b>Dietitian</b>	7	13	15
<b>Midwife</b>	125	86	92
<b>Midwife Prescribing Practitioner</b>	1	0	0
<b>Nurse</b>	1811	1337	1372
<b>Nurse Independent Prescriber</b>	22	40	39

Occupational Therapist	55	55	52
Operating Department Practitioner	85	42	48
Orthoptist	4	7	5
Osteopath	6	10	9
Paramedic Independent Prescriber	0	1	4
Physiotherapist	110	124	115
Podiatrist	14	17	17
Psychotherapist	13	31	29
Radiographer	113	71	66
Social Worker	417	211	202
Specialist Community Public Health Nurse	46	40	35
Speech and Language Therapist	22	33	29
<b>Dental Professionals Total</b>	<b>45</b>	<b>100</b>	<b>90</b>
Clinical Dental Technician	1	2	1
Dental Hygienist	11	17	14
Dental Nurse	26	68	62
Dental Technician	3	6	4
Dental Therapist	0	3	6
Orthodontic Therapist			3
<b>Medical Practitioners Total</b>	<b>461</b>	<b>926</b>	<b>1128</b>
Responsible Officer	0	1	2
States Employee Performer	88	188	246
Independent Practitioner	63	105	157
UK Connected Practitioner	8	14	25
	302	618	698

<b>Piercing and Tattooing Practitioners</b>	<b>83</b>	<b>87</b>	<b>78</b>
<b>Piercing and Tattooing Premises</b>	<b>53</b>	<b>67</b>	<b>60</b>
<b>Laser Premises</b>	<b>8</b>	<b>10</b>	<b>10</b>

The Commissions annual feedback survey will close on 19 January. Results will be published.

### **Children's Services**

Amendments to the [Regulation of Care \(Jersey\)](#) Law 2014, taking effect in 2023 brought ten new areas into regulation, i.e Children's Homes, Contact Centres, Social Work, Independent Reviewing Officers (IRO), Fostering, Adoption, CAMHS, Care in Special Schools, Family and Community Nursing, and Residential Family Centres (none currently registered in Jersey). All existing services new to regulation were registered by the end of June 2023.

The CAHMS inspection occurred in October 2023, in collaboration with the Royal College of Psychiatry. An inspection report has been shared with the provider and is anticipated to be published by the end of January 2024.

The inspection of Children's Social Work and Independent Reviewing Officers (IRO) occurred in December 2023; the report has been shared with the provider, and we await their response.

Care in Special Schools has been inspected, and the report has been shared with the provider. We await their response.

Inspections of Children's Homes are ongoing; the revised standards are being applied.

Contact Centre, Children and Family Community Nursing, Fostering, and Adoption inspections are scheduled for 2024.

## **Communication / Media Interest**

Weekly meetings continue with the Chief Inspector and the Switch Digital communications lead to track progress on our communications plan and to agree weekly public communications.

A review of the #careconversation has evidenced that the campaign delivered high levels of engagement, with an average rate of 10.69% (for context, the average engagement rate benchmark on FB is 0.15% and on LinkedIn 1.6%). The service users' video was the standout item regarding video plays and the percentage of people who watched the video to the end. The videos reached approximately 55.8k unique individuals and recorded 219.6k video plays.

A campaign for communication planning for further planned amendments to the Regulation of Care Law to bring hospital, ambulance and mental health services into scope is in progress.

Policy Lead for GOJ will be providing additional comms (including a new presentation – link below) following high levels of interest in the Medical Registration Consultation [Registering Health and Social Care Professionals in Jersey\\_ A New Approach-20240115\\_155100-Meeting Recording.mp4 \(sharepoint.com\)](#)

## **Ministerial**

No meetings with the Minister for the Environment have occurred since the last board meeting, and the next meeting is scheduled for February 2024.

## **Assisted Dying**

As mentioned in the November Chief Inspector's report, An Ethical Review of the States' proposal for assisted dying took place and was published on November 6, 2023. Further information can be found at Assisted dying in Jersey (gov.je)

The Chief Inspector has approached the European Regulators' Forum (EPSO) to begin a discussion on how assisted dying is regulated internationally. The Chief Inspector has agreed to chair an EPSO Regulatory Assisted Dying Forum. Two

meetings have been organised, to prepare for a presentation at the EPSO-net conference in May 2024.

### **Modern Slavery Position Statement**

In November 2023, the CQC produced a statement on modern slavery and human trafficking. The Commission's executive team is now considering a position statement to clarify our regulatory role in preventing and tackling modern slavery and human trafficking throughout the inspection process, as well as the opportunity to engage with key agencies, including the States of Jersey Police and Friends of Africa.

### **Piercing and Tattooing Code of Practice**

The Regulation Team has reviewed the Piercing and Tattooing Code of Practice, and consultation with the sector has ended. An updated document has been published and available via [Piercing and Tattooing Code of Practice](#)

### **Freedom of Information**

The Jersey Care Commission has supported the Government of Jersey with a Freedom of Information request, as the Commission was referred to within the request. [gov.je/government/freedomofinformation/pages/foi.aspx?ReportID=6969](http://gov.je/government/freedomofinformation/pages/foi.aspx?ReportID=6969)

### **Health and Social Care Professionals Registration**

The Government of Jersey is proposing a new approach to registering health and social care professionals in Jersey. The closing date of the public consultation: 26 February 2024 [Health and social care professionals registration \(gov.je\)](#)

In summary, the new approach would involve all professional groups registered with the Jersey Care Commission, subject to the exact registration requirements. This includes paying a nominal registration and annual renewal fee of around £59.21.

This approach would ensure.

- The Commission has an up-to-date record of who is practising on the Island and their qualifications.
- The registration process is fair for all professional groups.

The Government of Jersey policy lead (Francis Walker) has been invited to the Commission's board meeting on February 7, 2024, to brief the Board. Interest in the public consultation has been high and additional communications by the GOJ are being planned.

### **Digital Registration Project**

Meetings with the IT implementation and Commission Business Support teams have occurred throughout January 2024, and testing has been positive. Complete testing was due to take place on January 31, 2024; Implementation was scheduled for the end of February 2024. Timescales have been delayed and the revised timeline is now user testing on 15 February, second testing 22 February and go live on 20 March. A project manager will continue to work with the Commission throughout Q1 2024 to support the implementation of the software.

### **Preparations for Amendments to Regulation of Care (Jersey) Law 2014**

Meetings are now in place with the CQC to support shared learning with the Commission in the preparations for inspection and regulation of hospital, mental health and ambulance services. A visit to Jersey from CQC strategy and policy leads took place on December 12, 2023. Regular meetings with the CQC strategy and policy leads are held twice weekly. An additional meeting with the CQC Director of IT and Head of Strategy has taken place, to discuss the benefits and feasibility of diagnostic of our end-to-end processes / current systems and what a potential 'future state' could look like.

### **Rheumatology Report Published, Government of Jersey (Monday 22nd January 2024)**

[Health and Community Services publish Royal College of Physicians' independent review of the Rheumatology Service \(gov.je\)](#)