

Chief Inspector's Report 27 March 2024

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 7 February 2024.

Key meetings

February – March 2024:

- Minister for the Environment
- Minister for Health and Social Care
- Budget Review meeting with Finance Business Partner
- EPSO-net – monthly meeting
- Digital Jersey
- Isle of Man Department of Health and Social Care, External Quality Regulation
- Care Quality Commission (CQC) (Monthly Governance/Contract Meeting)
- CQC digital architectural team
- Jersey Regulators Forum

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1.0 Complaints

There has been 1 new comment/feedback received since the previous Board meeting, which was resolved informally.

The Commission's Regulation Officers continue to operate a 'duty system' that 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

We extend a warm welcome to our new business support officers who began working with the Commission in March 2024.

Regulation Officer roles were advertised in January 2024 to prepare for the anticipated inspections of hospital, mental health, and ambulance services. Particular expertise in mental health was sought; however, only 1 vacancy was filled, and 1 vacancy continues.

A specific legal advisor based with the law office department, designated to support the work of the Commission, commenced in March 2024.

The project manager (Consultant) continues leading the registration/digital project, working twice a week during Q1 2024. A project board continues to monitor the project.

Expert advice also continues to support the implementation of the Children's Social Care and Fostering and Adoption Services inspection.

3.0 Inspections and Regulatory Activities

The statutory inspections schedule continues for 2024, and all inspections have been scheduled to take place by the year end. Progress against the schedule is reviewed monthly at the Team meetings.

4.0 Children's Services

Inspections continue for services new to regulation. The inspection report for Social Work and independent reviewing officers (IRO) was published on 6 February 2024 [20231220-IR-Childrens-Social-Care-and-IROs-Complete.pdf \(carecommission.ie\)](#)

The CAMHS inspection in collaboration with the Royal College of Psychiatry was published on the 13 February [Inspection-Report-CAMHS-202402009-Final.pdf \(carecommission.ie\)](#).

An inspection report for care arrangements in special schools was published on 20 February. [IR-Mont-a-LAbbe-20240130Final.pdf \(carecommission.ie\)](#)

Community and Family Nursing inspection has begun with the self-evaluation; onsite inspection will occur before June 2024. Fostering and Adoption inspection is due to be undertaken by June 2024.

5.0 Communication / Media Interest

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

Communication messaging across social media this month also included our new membership to the Institute of Regulation [Institute of Regulation \(ioregulation.org\)](#)

Local media interest in the Commission's work since the previous board, has included the publication of the CAMHS inspection.

An interview with the Chief Inspector by Channel 5 and Channel ITV in relation to regulation of assisted dying took place on 19 March and may be aired on 22 March.

A communication plan for the consultation on the Single Assessment Framework (SAF) / Standards for Hospital, Mental Health and Ambulance is being worked upon and will begin in April 2024.

6.0 Ministerial

An introductory meeting with the Chief Inspector on 08 February with Minister for the Environment has occurred, and quarterly meetings are scheduled. An introductory meeting with Minister for Health and Social Services occurred on 12 February.

7.0 Assisted Dying

Detailed policy proposals will be published on 22 March 2024, prior to a debate by the States Assembly on 21 May 2024. Information is published via [Assisted dying in Jersey \(gov.je\)](#)

The Chief Inspector has agreed to Chair a working group led by the European Regulators forum (EPSO-Net) to begin a discussion on how assisted dying is regulated internationally. The first meeting took place on 7 February 2024, establishing links with international regulators with experience in regulating this area of care. A second meeting will be held on 27 March 2024, and the final workshop will be held in person at the Conference in Estonia on 29 May 2024.

8.0 Digital Diagnostic

As set out in our 2024 business plan, the executive operational team have begun to consider how to achieve being a 'digitally smart regulator'. This has led to discussions with the CQC (who have already implemented a system of regulatory reform), and that has allowed us to question whether our current manual systems need to be modernised, including our notification system, responding to queries and data analysis, etc.

We have further engaged with the CQC, who will digitally diagnose our 'end-to-end processes / current systems', including an onsite workshop in March 2024, followed by virtual meetings. This will result in information on what a potential future state could look like for the Commission's consideration and any possible risks.