

Minutes

Meeting title:	Jersey Care Commission Board	
Meeting date and time:	Wednesday 27 March 2024, 10:00am to 2:00pm	
Meeting location:	1st Floor, Capital House. 8 Church Street and via Microsoft Teams	
Meeting chair:	Glenn Houston (GH)	Chair
Those present:	Lesley Bratch (LB)	Commissioner
	Kathryn Chamberlain OBE (KC)	Commissioner
	Jackie Hall (JH)	Commissioner
	Noreen Kent (NK)	Commissioner
	Angela Parry (AP)	Commissioner
	Gordon Pownall (GP)	Commissioner
Attendees:	Becky Sherrington (CI)	Chief Inspector
	Mark Silver (MS)	Head of Business and Performance
	Malgorzata Ptak (MP)	Finance Business Partner (Item 5)
	Kezia Lightfoot (KL)	Communications Team (Item 6)
	Peter Queen (PQ)	Administrator
	Sandra Damiao (SD)	Administrator
	Lisa Phillips (LP)	Executive Assistant – Minute taker
Apologies:	Lynne Capie (LC)	Communications Team

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Draft Minutes of Board meeting (7 February 2024) 3. Chair's Report 4. Chief Inspector's Report 5. Finance Report (2 papers) 6. Communications Plan (2 Papers) 7. Draft Annual Report and Accounts (2 Papers) 8. Risk Register (2 papers) 9. Forward Look 2024
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PART A – PUBLIC SESSION

1.	Welcome, Apologies and Declarations of Interest
	<p>The Chair welcomed everyone to the meeting and particularly new staff member Peter Queen (PQ), Business Support, who took up the role in March.</p> <p>There were no new declarations of interest to note.</p>

2.	Minutes of the last meeting and Matters Arising
	<p>The minutes of the previous meeting (15 November) were discussed and approved.</p> <p>Lesley Bratch (LB) proposed, and Angela Parry (AP) seconded.</p> <p>The actions from the previous meeting were reviewed.</p> <p>Action 1 The new risk 7/2023 (Representations) requires further consideration to demonstrate that the existing policy on Escalation and Enforcement applies equally to any representations in matters relevant to conditions of professional registration and the rationale behind decision-making. The Chief Inspector (CI) advised that the newly appointed Law Officer has been asked to review the Escalation and Enforcement Policy and establish what further advice should be provided regarding professional representations.</p> <p>Noted as ongoing.</p> <p>Action 2 The Chair’s Report to be renumbered before being published. Noted as completed.</p> <p>Action 3 Amendments to be made to the Finance Report. To be saved in Teams. Noted as completed.</p> <p>Action 4: Commissioners to confirm with LP whether they would like to attend SPPP liaison meetings.</p> <p>LB will attend the June meeting KC and NK will attend the September meeting GP will attend the December meeting AP and JH will confirm if they can participate in any of the planned meetings.</p> <p>Action 5: The Commission will respond to the public consultation of professional regulation. Noted as complete.</p>

	<p>Action 6: The House Style Guide and Inspection Template to be shared with the Board. Noted as complete.</p> <p>Action 7: MS to number pages of the Business Plan and share with the Board for any further comments. Noted as complete.</p> <p>Action 8: Principal Standards Officer to share the draft Standards with the Board for further comments. Noted as complete.</p> <p>Action 9: Amendments to be made to the Forward Look. Noted as complete.</p> <p>KC advised that an additional action she had agreed to undertake needed to be noted. She had agreed to share an example template for tracking and managing expenditure. This will be provided during the next Board meeting and can be shared with the Finance Business Partner.</p>	
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3.	The Chair's Report	
	<p>The Chair presented his report, Document 3, and highlighted the following:</p> <p>Commissioner Appraisals</p> <p>Commissioner appraisals for 2023 are noted as completed. The Chair will forward signed copies to the Accountable Officer, Government of Jersey (GOJ) for the States of Jersey record.</p> <p>Meetings</p> <p>The Ministers for the Environment and for Health and Community Services have accepted invitations to attend the July Board. The CI met with the Minister for the Environment and will continue to do so every quarter going forward.</p> <p>The newly appointed Chair of Health and Social Care Advisory Board has been invited to attend the July Board.</p> <p>The Chair advised that the newly appointed Law Officer has been invited to attend the May Board.</p> <p>The Assisted Dying Policy Lead advised all stakeholders of the State Assembly debate on Assisted Dying which will be held on 21 May.</p>	

	<p>The CI had been interviewed by Channel 5 News last week in relation to the regulation of Assisted Dying. The Chair congratulated the CI for a confident and coherent interview. The Chair noted that Assisted Dying is of national interest. The Chair highlighted the work the CI was undertaking with other Regulators on this issue.</p>	
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4.	<p>The Chief Inspectors Report</p>	
	<p>The Chief Inspector (CI) presented Document 4.</p> <p>The CI had met with the Minister for Health and Social Care and the Minister for the Environment to discuss regulation of hospital, ambulance, and mental health services.</p> <p>The CI continues meeting with the Finance Business Partner and will present a finance update under agenda item five.</p> <p>The CI is attending the European Partnership for Supervisory Organisations in Health Services and Social Care (EPSO), which meets monthly. The CI also chairs the EPSO working group on Assisted Dying.</p> <p>The CI along with the Government of Jersey (GOJ) Policy Lead met with Digital Jersey, who can offer funding funding for innovative projects which provide digital solutions to health care challenges. Digital Jersey were interested in how digital solutions might benefit regulated activities.</p> <p>The CI met with a representative of the Isle of Man (IOM); the Manx authorities are on a similar Journey as the Commission with respect to regulating the hospital and Assisted Dying.</p> <p>The CI noted opportunities to share expertise by working with other regulators. The CI is continuing the conversation, and an amendment to the Regulation of Care (Jersey) Law is scheduled which will allow the Commission to work more effectively with partners in other jurisdictions.</p> <p>The monthly liaison meeting continues with the Care Quality Commission (CQC). The CQC held a half day workshop following a series of meetings to understand our core business. They have process mapped and categorised all the areas of our work and identified risks as the Commission moves toward more complex areas of regulation. They have begun to identify areas where digital solutions could help mitigate risks. The CI noted how well the Head of Business and Performance (MS) has worked with the CQC to scope all of the Commission's processes and potential options.</p>	

It was noted that this will lead to a Business Case for technological solutions once a strategy has been agreed. KC commented that whatever improvements are made digitally, the Commission must ensure the vulnerabilities are managed alongside opportunities. MS advised that security and data protection requirements had been set out clearly in a draft strategy, along with additional principles that any new digital solutions needed to adhere to, such as accessibility, inclusivity and user-friendliness. MS will bring the work analysed by the CQC back to the Board once completed.

The CI noted that feedback was received regarding the Child & Adolescent Mental Health Service (CAMHS) inspection report regarding how the Commission referred to a partner organisation. The CI had met the organisation's chief executive and resolved the issue informally.

The Commission has recruited two new Business Support Officers and advertised for two Regulation Officer roles, one post has been filled and one vacancy remains to be filled. The CI has received interest from a previous candidate with relevant mental health experience who would be a suitable candidate. The CI is seeking an exemption with Human Resources to recruit.

The new Legal Officer is now in post, employed and managed by the Law Officers Department, but working on behalf of the Commission.

The project manager continues to lead work on the digital project and meets weekly with the CI. It was noted that there have been delays, and whilst the overall risk has turned to amber, the project is due to be implemented in May.

The Commission is on target for completing all required regulatory inspections this year. Children's services continue to be inspected, and we anticipate a full inspection of Social Care, Fostering, Adoption and Independent Reviewing Officer (IRO) by the end of May.

The scope for Community and Family Nursing inspections has been changed to align with the new inspections for Children and Social Care.

The Communications Team will join the meeting to discuss agenda item six. There was limited media attention for CAMHS inspection report.

The Communications plan is being rolled out to incorporate key messages on regulation and inspection of hospitals, ambulances, and mental health. The CI met with the Executive Leader Team at the hospital and the Mental Health Team to discuss the draft Standards and proposals for public consultation.

5.	The Financial Report	
	<p>The Chair welcomed the Finance Business Partner (MP) who presented Document 5 which outlines the financial position up to the end of February. The following points were highlighted:</p> <p><u>Year To Date Variance - £189k underspend</u></p> <p>Income - £61k overachieved – A 2.5% increase in fees was noted. The Board noted that an analysis of income expectations would be helpful to understand if the income overachievement was a ‘one off’ or if future income expectations should be recalculated. MP can provide an analysis for the next Board meeting. During the discussion it was noted that most income is generated at the start of the business year.</p> <p>Non-pay - £65k underspend – The underspend is mainly due to the budget profiling.</p> <p>Pay - £63k underspend - The savings relate to the budget being set at the top point of pay scales whereas some new and newly promoted staff would not reach this position for several years. MP discussed the budget surrounding the increments in more detail. There will be a known underspend that can be used elsewhere on a non-recurring basis.</p> <p><u>Full Year Variance - £41k underspend</u></p> <p>Income - £30k overachieved.</p> <p>Non-pay - £36k overspend - This overspend relates to increased costs on Registry System (£30k), Software & Licensing (£3k) and Consultancy (£3k).</p> <p>Pay - £47k underspend - The forecast reduction in an underspend reflects plans to recruit in the coming months (Pharmacy role from June & Regulation officer from April)</p> <ul style="list-style-type: none"> • Accountable Officers can use additional income, in excess of that approved in a Government Plan, to the extent that it is matched by additional expenditure incurred in the generation of that income • It was agreed that the income overachievement this year would be offset against additional expenditures on the Registry System • 2024 Value For Money (VFM) target of £68,000 would be met through delayed recruitment and a small vacancy factor which had already been accounted for. • It was noted there are no constraints on budget control totals. 	

	<p>The Board made the following suggestions as useful items to be incorporated where possible:</p> <ul style="list-style-type: none"> • A separate reporting line on Board costs • Month-by-month profile each year • Risk and contingencies • A summary of any key changes on the last reporting position • A section identifying opportunities to save and spend. <p>MP confirmed that the above points will be considered for the next report.</p>	
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6.	Communications Plan	
	<p>The Chair welcomed Communications Team (KL) to the meeting. KL presented document 6.</p> <p>One of the key goals for 2023 was to raise awareness of the Commission’s brand and remit. The Care Conversations Campaign had proven very effective in achieving this objective.</p> <p>Switch will continue building on these key goals. In 2024 Switch will focus on the benefits of regulation and explaining the role of the Commission and why regulation is important. This will be achieved through working collaboratively with service providers and with other regulatory bodies. Switch is exploring new channels, for example a newsletter to improve engagement with different groups.</p> <p>Switch is currently working on three campaigns.</p> <ul style="list-style-type: none"> • Expansion of regulatory services. <p>There are a number of key audiences to engage with, for new providers regulation is an unknown topic so an education piece is important. For existing providers, the key message is making them aware that any expansion of regulation does not adversely impact them. For the public, the key message is ensuring that the benefit of this expansion is understood.</p> <p>In terms of delivery, defining what the key messaging is for the campaign, making sure that every external communication is clear, understandable, and consistent.</p> <p>The Communications plan will engage different mediums, including social media channels and potential engagement with print media, such as the Jersey Evening Post. Switch have created an animated video which offers a wide variety of information in a really condensed way.</p>	

	<p>Two engagement events have been scheduled.</p> <ul style="list-style-type: none"> • Regulators Event <p>This campaign involves other regulators on the island. It aims to help Islanders understand the role of systems regulation and the way this improves outcomes for Islanders. The event will share this message by bringing regulatory bodies together to host a panel event. It will offer a balanced view of the purpose and benefits of regulation in Jersey.</p> <p>It will also provide an opportunity for the Commission to collaborate with other regulators and share learning. Switch and the CI are reaching out to other regulatory bodies to gain their support.</p> <ul style="list-style-type: none"> • Modernisation of the registration portal <p>This campaign ties in with some of the messaging in other campaigns, particularly around how the Commission engages with a group of stakeholders. In this case, providing an easy and simplified process to enable registered professionals to provide information to the Commission when registering for the first time, or when renewing their registrations. The key audience has been identified. The focus will be on explaining what this means for them and how they can go through the verification process.</p> <p>KL demonstrated the storyboard for the animated video.</p> <p>In answer to a question from LB, KL explained that Switch use a set of standards to ensure that everything produced is as accessible as possible to as wide an audience as possible.</p> <p>The number of social media posts and engagement on posts were discussed.</p> <p>The Chair highlighted forthcoming engagement events that can be shared in social media.</p>	
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7.	Approval of Draft Annual Report and Accounts	
	<p>The Head of Business and Performance (MS) presented document 7.</p> <p>The Board is asked to review the Annual Report and Accounts. A Word version has been provided for comments to enable Commissioners to make suggestions for changes. The scheduled deadline was discussed. MS requested any amendments to be made by 9 April 2024.</p> <p>The Finance Business Partner will check the finance section.</p>	

	<p>The changes have been based on the feedback and general advice for Arms-Length Government bodies made by the Comptroller & Auditor General (CAG).</p> <p>The Chair requested the Board to consider the following sections in particular:</p> <ul style="list-style-type: none"> • Highlights of the Year • The Foreword • Corporate Governance Report • Commissioner Profiles • Functions and duties of the Board <p>KC highlighted how much had been achieved in 2023 with such a small team and congratulated the Team on the achievements. The Chair and Board agreed.</p>	
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8.	Risk Update	
	<p>MS presented Document 8 and updated the Board on the risk register.</p> <p>10/23 Non-payment of fees- Piercing and Tattooing (P&T) premises Proposed to close the risk. The register has been updated to reflect mitigation progress. The businesses concerned have now provided proof of payment to the Treasury, and this is no longer considered a risk. The Board agreed to close the risk.</p> <p>3/24 Potential New Risk; Impact of Negative incident following Inspection There was a brief discussion about the focus of this risk and mitigation. MS advised this was added at the February Board and mitigation was still being developed.</p> <p>MS noted that the Professional Registration Digital Project had not been added to the risk register as developments had happened since papers had been prepared. The risks were recorded on the Project risk register and the next Project Board would consider whether they should be escalated.</p> <p>The Board reviewed and approved the risk register.</p>	

9.	Project plan for services new to regulation (Hospital, Ambulance and Adult Mental Health Services)	
	<p>The CI updated the Board with the following:</p> <p>The CI thanked the Board for their comments on the draft Standards. The draft Standards will be issued for a six week public consultation on 15 April. There is a delay of a week due to the policy development process in Government of Jersey.</p> <p>The consultation on the Standards will run until the end of May. There will be publicly held workshops, and a communications campaign is underway. The Commission has also</p>	

	<p>begun a Roadshow with the relevant Chief Officers to encourage engagement throughout their respective organisations.</p> <p>Once the draft Standards are published, the next stage is to work on specialised service requirements and then develop an inspection handbook. The CQC will assist in developing the inspection handbook.</p>
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10.	Forward Look
	<p>The Forward Look was discussed. The following amendments were agreed:</p> <ul style="list-style-type: none"> • MS will present the CQC digital analysis to the Board once the work is complete • Invitation to the Safeguarding Partnership Board in September • Invitation to GOJ Policy Lead (FW) to the Board in May • Defer invitations to the Director of Health and Community Services/Chief Nurse and/or Chief Medical Officer until the September Board meeting. <p>It was noted that the Board debrief should be included in the May workshop, as the agenda for the Board Meeting is quite tight for time.</p> <p>It was noted that there were a significant number of agenda items for the July Board and consideration needed to be given to moving some items to other meetings where possible, or increasing the Board meeting to a full day.</p> <p>The Chair thanked everyone for attending the meeting. The meeting closed at 14:00</p>

JERSEY CARE COMMISSION

Action Points

	Action Point	Owner	Status
1	The new risk 7/2023 Representations requires further consideration in consultation with LOD.	The Chief Inspector	Ongoing
2	Typographical errors are to be amended to the minutes of 7 February.	Lisa Phillips	Complete
3	A template for tracking expenditure and management will be provided during the next Board meeting. This can be shared with the Finance Business Partner.	Kathryn Chamberlain	
4	Commissioners to confirm with LP whether they would like to attend SPPP meetings.	Commissioners	Complete
5	Update the Forward Look: <ul style="list-style-type: none"> • MS to present completed digital analysis work by the CQC • Invitation to GOJ Policy Lead to the Board in May • Defer invitations to the Director of Health and Community Services/Chief Nurse and/or Chief Medical Officer until the September Board meeting. 	Lisa Phillips	Complete
6.	The Board is to make final comments on the Annual Report by 9 April 2024	Commissioners	Complete