

Chief Inspector's Report 22 May 2024

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 27 March 2024.

Key meetings

March – May 2024:

- Budget Review meeting with Finance Business Partner
- EPSO-net – monthly meeting
- Health and Community Services (HCS) Board Meeting
- HCS Executive Leadership Meeting
- Law Officers' Department – Presentation to all Staff Meeting
- Deputy Luce, Minister for the Environment, Quarterly Meeting

1.0 Comments / Feedback

There has been one new comment/feedback received since the previous Board. This is being dealt with informally.

The Commission's Regulation Officers continue to operate a 'duty system' that allows members of the public to make inquiries, raise issues, concerns or make complaints about regulated activities in person, by telephone, or in writing.

All such contacts continue to be managed in accordance with the Commission's policies and procedures.

2.0 Workforce

Regulation Officer roles were advertised in January 2024 to prepare for the anticipated inspections of hospital, mental health, and ambulance services. Specific

expertise in mental health and maternity services was sought; and 1 vacancy continues; this role is now being considered.

The interim Deputy Chief Inspector (Fiona McLaughlin) has been substantially recruited into the role.

Alistair Jerome-Smith, Project Manager (Consultant) continues leading the registration/digital project, working twice a week during Q2 2024. A project board continues to monitor progress of the project.

Expert independent consultancy continues to support the implementation of the Children's Social Care and Fostering and Adoption Services inspection which has been announced and it is anticipated will take place by June 2024.

3.0 Inspections and Regulatory Activities

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

4.0 Children's Services

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, alongside a full inspection of children's social care.

5.0 Communication / Media Interest

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

Communication messaging across social media this month included the single assessment framework (SAF) public consultation, which opened on the 15 April 2024 and continues until the 31 May 2024.

The communication plan for the consultation on the Single Assessment Framework (SAF) / Standards for Hospital, Mental Health and Ambulance is in place and includes.

- [JCC \[PROOF2\] on Vimeo](#)
- [Frequently-Asked-Questions.pdf \(carecommission.je\)](#)
- [Single Assessment Framework Survey \(office.com\)](#)
- [Microsoft Word - Single Assessment Framework - Consultation April-May \(carecommission.je\)](#)

There are two public events in May to support the consultation, one at St Helier Library, and the other at St Helier Town Hall. Both with 'Loop' hearing access and translators in Polish and Portuguese.

Local media interest in the Commission's work since the previous Board, has included the Chief Inspector's attendance at the HCS Board meeting, which is available on [HCS Board Meeting - 25th April 2024 - YouTube](#) (25 mins onwards)



The role of the Commission and the consultation was discussed. Judgement ratings were discussed, and this was published in the local media.

<https://jerseyeveningpost.com/news/2024/04/29/hospital-inspections-will-lead-to-reports-rather-than-ratings/>

[Jersey's hospital, mental health and ambulance services could be regulated by Jersey Care Commission | ITV News Channel](#)

The Chief Inspector was made aware of a report published in relation to the sentencing of a carer who was employed by a registered home care provider. The Commission was aware of the safeguarding investigation. [Jersey carer jailed for 'appalling' treatment of vulnerable disabled teenager in landmark court case | ITV News Channel](#)

6.0 Business Plan

The Business plan has been published on the Commissions website. It has been shared on social media and will be sent to key stakeholders.

[Business-Plan-2024.pdf \(carecommission.je\)](#)

7.0 Annual Survey Report

The Annual Survey report has been published, will be shared on social media and sent to key stakeholders. [Annual-Feedback-Survey-2024.pdf \(carecommission.je\)](#)

8.0 Annual report

The annual report has gone to the publisher and is on schedule to be submitted to Minister for the Environment for laying before the States Assembly, in keeping with the requirements of the Regulation of Care (Jersey) Law.

9.0 Ethical Recruitment Panel Discussion (limited ticket event) and Position Statement

Monday 17 June 2024; 12:00-13:30. Old Magistrates Court, St Helier. Attendance: max. 50 people.

The addition of overseas care workers in Jersey has led to several learning points and expertise which support ethical recruitment. To promote good practice and provide the opportunity to gain an understanding from others, the Jersey Care Commission is facilitating a panel event which will include a Registered Manager, staff who have experience of moving to Jersey, Friends of Africa and Government of Jersey Customs Dept.

As the independent regulator in Jersey, we are not legally obliged to publish a statement on exploitation, modern slavery or human trafficking, but we have a contributory role in addressing and raising awareness of ethical recruitment practices across the sector to reduce the risk. The Chief Inspector has therefore produced a statement defining our responsibilities and highlights the Commission's role in the prevention, detection, and eradication of exploitation, modern slavery or human trafficking in the health and social care industry. This will be published in tandem of the event being held on the 17 June.