

## Chief Inspector's Report 24 July 2024

### Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 22 May 2024.

### Key meetings

May – July 2024:

- Budget Review meeting with Finance Business Partner
- EPSO-net – Conference Attendance meeting (Estonia) 29 – 31 May
- Jersey Regulators' Forum
- Launch of Dementia Strategy [gov.je/SiteCollectionDocuments/Health\\_and\\_wellbeing/Dementia strategy for Jersey.pdf](http://gov.je/SiteCollectionDocuments/Health_and_wellbeing/Dementia_strategy_for_Jersey.pdf)
- Impact Jersey Launch of [Impact Jersey: Solving Jersey's Greatest Challenges Through The Power Of People And Technology](#)

### 1.0 Complaints

No new comments/feedback has been received since the previous Board.

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

On the 20 June Linzi Mudge Regulation Officer, received a long service award (25 Years) from the States Employment Board. She attended a prestigious event at St Helier Town Hall and was presented with her award by Deputy Ferey.

The project manager (Consultant) continues leading the registration/digital project, working twice a week during Q3 2024. A project board continues to monitor the project and it is anticipated that the implementation of the project will take place on 29 July; subject to Modernisation and Digital (M&D), Government of Jersey governance approval.

Expert advice has continued to support the implementation of the Children's Social Care, Independent Reviewing Officers (IRO) and Fostering and Adoption Services inspection which took place in May 2024.

A vacant position remains unfilled, following the successful recruitment of Fiona McLaughlin into the permanent position of Deputy Chief Inspector; of the Regulation Officer role, which was Fiona's previous position. The executive team have developed a new role 'Data Insights and Engagement Lead' which is a G11 Role based upon existing job descriptions which are part of the Government of Jersey Informatics 'job family'. This role will report to Head of Business and Performance; it is currently being reviewed by the job evaluation team and recruitment may begin in July. (Appendix 1)

It is anticipated that the Data Insights and Engagement Lead will be a senior role responsible for overseeing the analysis of data and will play a pivotal part in ensuring that data-driven decision-making is at the core of the Commission's initiatives in preparation for the inspection of large, complex services.

The combined role of data analysis and engagement reflects our commitment to not only deriving critical insights from data to drive operational and strategic decision making, but to ensuring these insights are effectively communicated to and used by our stakeholders, and that the insights contribute to our strategic goals of collaboration with providers and improving care outcomes for Islanders.

### **3.0 Inspections and Regulatory Activities**

An improvement notice remains in effect, [Improvement-Notice-Beaumont-Villa-20240422.pdf \(carecommission.je\)](#) and we continue to work with the Registered Provider (Aria Care Group Ltd) of both L'Hermitage Care Home and Beaumont Villa Care Home to support them in ensuring that they meet the requirements of registration. A future inspection is scheduled.

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

In preparation for the anticipated inspection of hospital, mental health, and ambulance services; a full review and changes to the notification system have been made. These changes have resulted in a reduced and simplified list of notifiable events. Notification guidance will come to affect as of 1st August 2024 and on 1 July was shared with all registered providers and managers. Four drop-in sessions have also been initiated; these sessions will address any queries regarding the updated notification process.

### **4.0 Children's Services**

Community and Family Nursing inspection has now been completed and the inspection report is currently with the provider awaiting their response.

Fostering and Adoption inspection was undertaken in May 2024, alongside a full inspection of children's social care and the IRO service. The report is currently with the provider awaiting their response.

[IRCentrepointChildContactCentre20240508Final.pdf \(carecommission.je\)](#) Child Contact Centre Report has been published.

## **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 has included thanking Islanders for their feedback on the single assessment framework (SAF) public consultation, which closed on the 31 May 2024.

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

[Concerns that care homes may not safeguard children and staff | Bailiwick Express Jersey](#)

[Jersey's L'Hermitage Care Home temporarily stops taking new residents following critical report | ITV News Channel](#)

[Watchdogs stops Jersey's L'Hermitage care home taking in residents - BBC News](#)

An engagement event with registered managers and providers was held on the 17 June, to promote ethical recruitment practices when recruiting health and social care professionals from overseas. The event was moderated by a Regulation Officer and included a panel discussion which included the Charity 'Friends of Africa', a Registered Provider with experience in recruitment of overseas workers, a healthcare professional from overseas who worked in Jersey, and Heads of Service from Government of Jersey, Customs and Immigration and a Commission Regulation Officer. The event was well attended with over 35 people in attendance.

A panel event with different Jersey Regulatory organisations is being planned by Switch Digital, to discuss the benefits of regulation on Jersey; the event will be facilitated by the Institute of Directors (IOD) Chair. No event date has been set; it is anticipated that the event will take place beginning of October.

The annual engagement event with Registered Managers is planned for the 17 September 2024. The event will be based upon the theme of 'Building Positive Cultures'.

## **6.0 European Partnership for supervisory organisations in health. (EPSO-Net) Conference, Estonia**

Two regulation officers, and the chief inspector attended the bi-annual conference in Estonia (attendance is included within the annual membership). The chief inspector chaired a working group meeting, on learning for the regulation of assisted dying, with international partners.

Learning from the event, included

- information about the single assessment framework and assessing NHS Trusts. Challenges in safety culture in England from colleagues at the Care Quality Commission
- digital policies and implementation in Estonia (innovating for a future proof tomorrow)
- foundations of safety, realistic medicine, trust and respect between professional and patients (Norway),
- implementation of licences for smaller health care providers in Holland
- Singapore's perspective in digital health regulations
- visit to a Tallin's Emergency Department.

## **7.0 Digital Project**

The implementation of the digital registration project continues to make progress. The service transition permit to operate has been agreed by the Government of Jersey Modernisation and Digital (M&D) Dept. The final governance process is to gain final permission to go live by the M&D change approval board. A date for this meeting is anticipated end of July 2024.

The planned go live date is projected to be beginning of August 2024.

# Appendix 1 – Updated Organisational Chart

