

Chief Inspector's Report 18 September 2024

Introduction

This paper aims to update the Board on key and significant work undertaken since the last Board meeting on July 24, 2024. To capture the breadth and complexity of the work being carried out, this month's report is detailed under the headings of Political, Economic, Social, Technological, and Legal.

Key meetings

July - September 2024:

- Budget Review meeting with Finance Business Partner
- Health and Community Services (HCS) Executive Leadership Meeting
- Picker Institute
- Director General, Jersey Financial Services Commission
- Health and Community Services (HCS) Patients and Service User Panel
- European Partnership Supervisory Organisations (EPSO-Net) online meeting

1.0 Political

1.1 Chair Recruitment

[Executive and Board recruitment \(gov.je\)](#) The Chief inspector has supported the recruitment of the new chair by supporting discussions with potential applicants.

1.2 Panel Event

We are planning a Panel event to discuss the changing role of regulation. The event will be hosted by Alex Ruddy, Chair of the IoD Jersey Branch, who will lead the discussion involving expert panel members Becky Sherrington, Chief Inspector of the Jersey Care Commission, Jill Britton, Director General of the Jersey Financial Services Commission, and Tony Moretta, CEO of Digital Jersey.

Our objective is to provide a balanced view of the purpose and benefits of regulation in Jersey and to create a platform for discussion of this topic for members of the Jersey Community.

Throughout, attendees will be invited to provide comments and ask questions.

Date: Wednesday, 2 October

Time: 1200 - 1400

Venue: The Royal Yacht Hotel, Details: A sandwich lunch will be provided; cost: £14 to include lunch.

1.3 Individual Care Workers

Under the Regulation of Care (Jersey) Law 2014, 'Individual care workers' in Jersey must be registered with the Jersey Care Commission. This is not widely known across the Island, and there may have been instances where individual care workers have operated without prior approval. The Commission will be running a campaign to make individuals aware of the following:

- Who needs to be registered, why and what is involved
- The difference between an individual carer and a home care service and the differences in regulation between the two
- Where individuals can go for advice

Channels: Given the large nature of individuals we will target with this campaign, we will take a multichannel approach. This includes:

- Social media
- Leaflets
- Parish magazine adverts
- Posters.

1.4 Jersey Care Commission Engagement Event

Engagement Day (including Care Commission Board) anticipated number of external attendees: 50

Title: Building Positive Culture

Venue: St Helier Town Hall

Date: Tuesday, 17 September 2024; Time: 13:00 – 16:00

1.5 #Careconversation / 5 Year anniversary social media posts

In recognition of the Commissions 5 Year anniversary a series of short videos of the Chair, Chief Inspector, Regulation Officers, a Care Provider and a care receiver have been produced. They are scheduled to be posted across social media throughout September.

1.6 Amendments to Regulation of Care (Jersey) Law 2014

The Chief Inspector has worked with the Government of Jersey Policy Lead on further discussions regarding the public consultation on the proposed amendments to the Regulation of Care (Jersey) Law. A final consultation feedback document by the GOJ is anticipated to be made public soon.

2.0 Economic

The Budget 2025 Annex has been published; the service analysis for the Cabinet Office provides the Care Commission budgets for 2025 and beyond (link below - see p9 onwards). Discussions with the Finance Business Partner have been undertaken.

<https://statesassembly.gov.je/assemblyreports/2024/r.133-2024.pdf>

3.0 Social

3.1 Staff Survey

Engagement with the Picker Institute has been initiated to ascertain the costs and feasibility of working with them to carry out staff surveys in preparation for the inspection of hospital, ambulance and mental health services [How we can help - Picker](#)

3.2 Children's Social Care Inspection Handbook and Standards

An external consultant who supported the inspection of children's social care has been engaged to work with the Commission to review the handbook and standards following the past 18 months of inspection experience. This work will begin in October.

3.3 Preparation for Inspection of hospital, ambulance, and mental health services

Drafting of the inspection handbook began on July 31, when a three-day workshop was initiated to decide upon critical decisions. A workshop held on September 3 initiated further work to support the project set up.

3.4 Complaints Policy and Communications.

Switch Digital has been engaged to support the Commission in preparation for the Regulation of Care (Jersey) Law amendments.

Scope: 1. To define the role of the Jersey Care Commission in complaints for providers and Islanders 2. To define where the Jersey Care Commission cannot become involved – i.e. complaints related to providers who are not regulated - GP's, Pharmacists, Opticians, Adult Social Work, and Health / Social Care Professionals (goes to Professional Regulator)

Objectives 1. To provide complete clarity for Islanders about how and where they can share comments, raise concerns, provide feedback, and instigate complaints relating to their experiences with regulated healthcare services. 2. To define the role of the Jersey Care Commission when healthcare users wish to share comments, raise feedback and instigate complaints relating to their experiences of regulated healthcare services. 3. To communicate the complaint handling process of each of the providers/service users we regulate.

Outcomes 1. Islanders have complete clarity about how and where they can share comments, raise feedback and instigate complaints about their experiences of regulated healthcare services. 2. Islanders understand that the health / social care provider is the first port of call for complaints. 3. Islanders understand the designated role of the JCC in relation to complaints. 4. There are clearly defined roles, responsibilities and guidelines relating to how feedback, comments and complaints should be managed with regulated healthcare services. 5. All stakeholders feel that they have been consulted, have had the opportunity to engage with the development of the new policy. 6. All regulated providers understand their roles and responsibilities in relation to complaints and whistleblowing and how the JCC will support them. 7. An amended JCC complaints policy. 8. An accessible and creative multimedia communications campaign which communicates the amended complaints policy and engages our target audiences. 9. An annotated stakeholder map - which includes a review of stakeholder meetings, the details of crucial messaging communicated, items discussed, and actions taken. This map and these records will support the effective communication of the stakeholder syndication and communication undertaken as part of the project.

4.0 Technology

4.1 Digital Project

The digital project to modernise the professional registration process is now live. Migration of data has occurred and has been overseen by the business support team. The system will not be formally launched until the project board is assured that all processes are working efficiently. Once tested, it will then be reviewed and considered for a larger launch for the annual registration process.

The process of transferring the professional list from the current website page from Gov.je to the Commission's website is in progress.

4.2 Accessibility post and video

The Commission's website now has an accessibility menu. This menu allows users to change settings such as contrast, font size, and spacing, highlight links, and hide images. To access this menu and make these changes, simply click on the person icon at the bottom left corner of our page. Communications will be put in place. Additionally, changes are being made to the website.

<https://vimeo.com/1004443001/9c499d0ead?share=copy>

5.0 Legal / Regulatory

[IR-Childrens-Social-Care-Independent-Reviewing-Officer-Service-IRO-Fostering-and-Adoption-Services-May-2024-Final.pdf \(carecommission.je\)](#)

Inspection report following publication received press attention: [Vulnerable teenagers need more support, Care Commission finds - Jersey Evening Post](#)