

Chief Inspector's Report 5 February 2025

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 20 November 2024.

Key meetings

December - February:

- Budget Review meeting with Finance Business Partner
- Meeting with Environment Minister
- Meeting with the Health and Social Care Minister.

1.0 Complaints

One new complaint has been received since the previous Board. Head of Business and Performance is leading the response.

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.

To respond to questions about the Commissions conduct, a Guide has been produced by the Chief Inspector and has been published: [12514-JCC-Guide-on-professional-conduct.pdf](#)

To prepare for the inspections of hospital, ambulance and mental health services, the complaints policy and information for Islanders has been amended, working alongside with the Comms team. These are ready for publication should the amendments in the Law are included.

2.0 Digital

The project manager (Consultant) continues leading the registration/digital project, working twice a week during Q4 2024 and Q1 2025. A project board continues to monitor the project and a post launch evaluation meeting with the digital design company is due to take place.

A project to review and restructure the Commissions file management has also been initiated and members of the executive team are working with a consultant to implement recommendations. This has included restructuring all of the Commissions file management and converting all folders to the team system.

3.0 Inspections and Regulatory Activities

- All 114 statutory inspections scheduled for 2024, have taken place. Total of 124 inspections carried out. (Compared to 105 statutory inspections and a total of 117 inspections in 2024). This means that there has been an increase of statutory inspections of 9% since 2023 and a 17% increase since 2022.
- A total of 2287 HealthCare Registrations for 2025 have taken place.
- 10 Yellow Fever Registrations for 2025 have taken place, in 2024 a total of 181 yellow fever vaccinations have been recorded. The Health Minister will be advised.

Clifton Care Home: We have been working with the Jersey Fire Service on an issue and have published a formal improvement notice, as we have had concerns over residents' fire safety at Clifton Care Home. We have been working with the fire service and the provider to resolve this. Meetings have been ongoing, and improvements are being seen. The refurbishment of the home has also been a concern and is included in the improvement notice. This is being monitored by Regulation Officers.

[Improvement Notices | Jersey Care Commission](#)

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.

4.0 Children's Services

CAMHS second inspection took place in October 2024, working alongside the Royal College of Psychiatrists. The report is currently with the provider awaiting factual accuracy checking.

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 announcements about the new Chair. Information about regulation officers attending and presenting at the EPSO-Net conference, in Utrecht.

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

- <https://www.bailiwickexpress.com/jsy/news/law-change-may-be-needed-after-care-worker-suspension-case-falls-through>
- [FOCUS: Calls for “stricter oversight” of private therapy practices | Bailiwick Express Jersey](#)
- A press release in relation to the appointment of the new chair attracted news interest: <https://www.bailiwickexpress.com/jsy/news/jersey-care-commission-appoints-new-chair/> and [New Chair announced at the Jersey Care Commission - Channel Eye](#)

- An article on the Chief Inspector of the Commission was published on 11 January 2024. [‘We’re here to make it better for those children who do not have a voice’ - Jersey Evening Post](#)
- An article was published on a lady's experience of and her husband's dementia care. A response was provided as requested by the Jersey Evening Press. ([Public ‘should keep sharing’ concerns over care - Jersey Evening Post](#)). A subsequent meeting has been organised with Dementia Jersey CEO and the dementia strategy lead.

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

Three regulation officers attended the bi-annual conference in Utrecht (attendance is included within the annual membership). Following an invite to present, the officers shared the Commissions learning of regulation Individual Care Workers with international partners.

7.0 Ofsted

The Chief Inspector has had an invite to meet with the Chief Inspector of Ofsted, Sir Martyn Oliver. This meeting has been arranged on 11 February 2025.

8.0 General

As Commissioners will be aware from recent Board discussions, the Commission’s budget is under significant pressure this year, and this is likely to increase further. With that in mind, Commissioners are reminded of practical steps that can help minimise costs and reduce the workload of the Business Support team.