

Chief Inspector's Report 26 March 2025

Introduction

The purpose of this paper is to update the Board on key operational and strategic issues since the last Board meeting on 5 February 2025.

Key meetings

February - March:

- Budget Review meeting with Finance Business Partner
- Meeting with Head of Policy
- CEO Meeting with UK health care Regulators
- Jersey Cares CEO (newly appointed)
- Dementia Jersey CEO
- Sir Martyn Oliver (Ofsted)
- UK Health and Social Care Regulators forum
- Meeting with the Health and Care Minister.

1.0 Digital

A project board continues to monitor the digital registration project, and a second post-launch evaluation meeting with the digital design company has taken place to understand the priority and costs of additional work to enhance the system.

A project to implement new teams-based file management has been implemented, and executive team members are now working with a new file structure.

2.0 Inspections and Regulatory Activities

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.

[REP_CLF_Inspection_20241119.pdf](#)

Following the coroner's inquest, which related to the care of a Registered Home Care Provider, Tutela, the Commission conducted a further inspection on February 24, 2025.

The inquest report was reported by the Jersey Evening Post. [Lessons to be learned from inquest into man's death - Jersey Evening Post](#)

3.1 Professional Registration - Counsellors

Deputy Tom Coles has lodged a proposition asking Health Minister Tom Binet to introduce legislation requiring counsellors to register with the Jersey Care Commission and a relevant governing body. This could include the British Association for Counselling and Psychotherapy, the National Counselling and Psychotherapy Society or the UK Council for Psychotherapy. The proposition will be debated in April 2025. A meeting with the Head of Policy, has taken place in which options have been discussed; including the possibility of the Commission registering therapeutic counsellors who are a member of an accredited professional body.

[Call to bring in regulation for counsellors - Jersey Evening Post](#)

4.0 Children's Services

CAMHS's second inspection occurred in October 2024, working alongside the Royal College of Psychiatrists. The report was published on 6 March. [RPT CAMHS 20241128.pdf](#)

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 planning for the inspection of hospital, ambulance and mental health inspection methodology has begun.

The #careconversation 2025 campaign filming has taken place; explaining the benefits of regulation from a range of perspectives. The filming involved a care home manager, a manager of a children's home, a manager of FREEDA, and Islanders in receipt of care. The campaign is anticipated to be launched at the end of March. Local media interest in the Commission's work since the previous board has included (image as pic 1, below):

<https://www.bailiwickexpress.com/news/almost-half-of-childrens-social-worker-posts-filled-by-locum-workers/>

6.0 ERASMUS International Regulators course

Three regulation officers have begun international training in regulation based in Rotterdam. Learning is face-to-face and online over four months. [Erasmus International Regulator Course | Erasmus School of Health Policy & Management | Erasmus University Rotterdam](#)

7.0 EPSO Conference 16-17 June

Planning for the EPSO-net Conference, which will be held in Jersey, will be well-attended by health and social care regulators from different jurisdictions from Wales, England, Malta, Estonia and Isle of Man, etc. EPSO-Net will be publishing the programme formally shortly.

8.0 Executive Team Planning Day

The team undertook a day to consider what they had learned from their work over the past 18 months. The event also included an externally facilitated session on Compassionate Leadership, with a focus on Moral Courage.

9.0 UK Health and Social Care Regulators forum

In February 2025, the Chief Inspector of Jersey Care Commission was invited to join the group.

The Health and Social Care Regulators Forum was established in 2014 and meets three times a year, members are at CEO or deputy level, and it is currently chaired by CQC CEO Julian Hartley. The forum aims to jointly identify, develop, share and promote good practice across health and social care in England specifically relating to professional and system regulation.

At present the group is well represented and the members are: Professional Standards Authority, General Chiropractic Council, General Dental Council. General Medical Council, General Pharmaceutical Council, Health Care Professionals Council. General Optical Council, General Osteopathic Council, Nursing and Midwifery Council, Social Work England, Patient Safety Commissioner, PHSO, LGSCO, HSIIB, HTA, MHRA, HFEA, The National Guardian and Care Quality Commission.

Image 1:

12 JERSEY EVENING POST MONDAY 3 MARCH 2025

The Monday Interview Focus on care homes

'The best part of the job is talking to the people in the care home'

AS part of a new JEP focus series on Mondays, we want to share the stories of Jersey's large care-home community, the people living in, working in and operating it.

Rather than report on facts and figures, we hope to take a deep dive into the faces behind the Jersey Care Commission, as well as the residents, their families and employees in any of the Island's 24 residential and nursing care facilities.

To kickstart the series, JCC vice-chair Fiona McLaughlin and regulation officer Tracy Fallon introduce themselves and outline the commission's role in overseeing what goes on in Jersey's care homes.

Both trained nurses, Fiona and Tracy

Introducing a new series on Jersey's care homes, **Hannah Esnouf** talks to Fiona McLaughlin and Tracy Fallon from the Jersey Care Commission about the organisation's responsibilities

are very clear about why they wanted to work in the healthcare system.

"I always wanted to be a nurse," Tracy said. "I never, ever wanted to be anything else. There's actually a picture of me at the age of four in a nurse's outfit. I've never regretted it."

Tracy's title is self-explanatory. She is part of the team responsible for keeping Jersey's care facilities in line with regulation, something which is quite a new concept for the Island, which only introduced regulation of the care law in 2019.

With a background in caring for people with learning disabilities, Fiona has also worked in various settings in Jersey.

"We've got a great breadth of skill within the team and real experience. And with that, we can call on lots of expertise, and it works really well," she said.

Though their careers have shifted from bedside to regulation, Fiona said that what she did was still driven by the want to "make a difference" to the people living in the facilities they regulate and to the people who call them home.

It's difficult to get a solid number of care-home residents as the figure is constantly changing, as Fiona explains, but somewhere in the region of 1,300 beds are occupied in Jersey care homes, which include mental-health and learning disability facilities.

Under the young law, each of these properties undergoes an annual inspection, which is the headline responsibility of the JCC.

"The sector has embraced regulation and inspection, and we've spent a long time, over the years, building good, strong partnerships with the sector," Fiona said.

Each facility is measured against 12 standards of care in each inspection, with the areas assessed ranging from recruitment and staff training to home management, range of activities and wellbeing.

Following each inspection, a report is published, featuring any improvements

Every care home in the Island is inspected once a year by the Jersey Care Commission. Picture: SHUTTERSTOCK

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Jersey Care Commission vice-chair Fiona McLaughlin



that must be made, which the JCC follows up in the months following.

Having a look through the recently published reports on the Commission's website, recruitment and retention is a recurring trend for improvement across the sector.

Responding to my question about staffing challenges, particularly in an ageing population, Fiona said staffing was an "island-wide issue," not unique to care homes.

Tracy said: "Recruiting staff to the care sector is a well-publicised and well-documented challenge."

"Healthcare generally has had a challenge. But I think our role is really clear; we set a minimum standard for staffing and we measure against that."

"It's definitely something we would always look at because it's really important for safe care," she added.

Fiona said that although residents and staff may see the commission once a year, there was "ongoing support" through the duty system.

"We try to be as open and contactable as possible," she said.

"It must be scary for the individual and for their family [to move into a care home], so sometimes it's about reassurance, and they want to make sure that they're getting it right and that they've got all the information they need. Therefore, I would like to think that we're accessible as well."

Talking me through how their inspections work, Fiona said "there is nothing better" than meeting the people in each care home.

"The best part of inspection, for me, is when you actually speak to the individuals within a care home; that's where you get your best information," she said.

"They'll tell you whether it's working or whether it's not, and sometimes it's not even about speaking to people, it's going in and sitting in a corner in the home and watching what's happening, getting that feel for the atmosphere. That's the best bit. I love it," she added.

One of the reasons that some people may fear moving either themselves or a loved one into a care home may lie in a misunderstanding about the differences between residential and nursing care. That was certainly the case for me when my papa moved from my house into a home.

Fiona said: "The first thing to clarify is that not all homes are separate [residential and nursing care]."

"Some homes will predominantly be for residential care, and they may have a number of beds for nursing care. That's quite a good model."

"Then, if someone's needs are changing as they're getting older, rather than them having to move from that home into a nursing home, they can make that transition within that home, because that is their home."

"Fear is probably quite a strong word," Tracy added.

"Regardless of that emotion, I hope that the work that we do to actually look at the set regulations and standards of care and measure them, is the kind of stepping stone to help people make decisions and choices if they want to go into a care home."

Inevitably, as people age, many residents will transition from needing residential care to nursing care, something which Fiona said required a "more sophisticated skillset."

"Regardless of the type of care, the philosophy within a home should be to look at residents' needs, wants, and wishes. And those desires should be getting met," she said.

Although the regulators were hesitant to agree with me, and wanted to focus more on regulation, when it boils down to it, many families, including mine, will be scared about moving an older relative into a care home.

Why is this the case? Let's start a conversation about care homes in Jersey and what it's like to live or work in one. Because, let's be frank, we are all headed to the same end.

What do you think?

- Would you be scared to move into a care home? Why or why not?
- If you or a relative lives in a home, do you like it?
- Do you work in a care home and have you had any good or bad experiences? What is your view of the JCC?
- This new care-home series wants to hear from those experiencing it.
- If you are a staff member, relative or resident of any care home in Jersey, get in touch with me by emailing hannah@allisland.media to share your experience, good or bad.

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