

Minutes

Meeting title:	Jersey Care Commission Board	
Meeting date and time:	Tuesday 16 September 2025, 09:00-14:30	
Meeting location:	Jersey Care Commission, 1 st Floor Capital House, St Helier, Jersey JE2 3NN and Via Teams	
Meeting chair:	Dr Nigel Acheson (NA)	Chair
Those present:	Lesley Bratch (LB) Commissioner Kathryn Chamberlain OBE (KC) Commissioner Jackie Hall (JH) Commissioner Noreen Kent (NK) Commissioner Gordon Pownall (GP) Commissioner Angela Parry (AP) Commissioner	
Attendees:	Becky Sherrington (CI) Chief Inspector Mark Silver (MS) Head of Business and Performance Deputy Richard Vibert (RV), Minister for Children and Families (Item 1) Lynsey Corcoran (LC) Assistant to Finance Business Partner (Item 6) Sandra Damiao (SD) Data Insight and Engagement Analyst (Item 8) Tracey Fallon (TF) Regulation Officer (Item 8) Amanda Hutchinson (AH) Consultant (Item 9) Lisa Phillips (LP) Executive Assistant - Minute taker	
Apologies:	Malgorzata Ptak (MP)	Finance Business Partner

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Draft Minutes of Board meeting (23 July 2025) 3. July Board Action 4. Chief Inspector's Report 5. Finance Report (2 Papers) 6. Complaints Policy 7. Feedback Strategy and Plan 8. Standards Review (2 Papers) 9. Risk Register (2 Papers) 10. Forward Look
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PART A – PUBLIC SESSION

1.	Minister for Children and Families to address the Board
	<p>The Chair (NA) welcomed the Deputy Vibert (RV) to the Board. There were brief introductions.</p> <p>RV provided an overview of their professional background, including previous roles and current key priorities.</p> <p>RV spoke about the findings of the most recent inspection report and conveyed appreciation for the valuable work undertaken by the Commission.</p> <p>The Chair reiterated that the Commission's primary objective in working with children's services is to support and drive continuous improvement.</p> <p>RV acknowledged that regulation has contributed to developing a standardised and transparent assurance system, enhancing service safety. RV also noted observable improvements since the introduction of the regulation and reported a strengthening relationship with the Commission. It is understood that the Commission is fair in its approach, with inspections viewed as constructive and effective implementation of recommendations in practice.</p> <p>The Chief Inspector (CI) highlighted that the Commission actively seeks feedback from services to support ongoing improvements. It is encouraging to see positive developments being recognised.</p> <p>There was a discussion about how services could take the opportunity to celebrate the achievements made to date.</p> <p>The CI informed RV of plans to publish a series of podcasts in collaboration with services to showcase best practices and celebrate success. RV expressed interest in participating in the podcast series. The CI will follow up with RV to coordinate involvement.</p> <p>The Chair thanked RV for attending.</p>
2.	Welcome, Apologies and Declarations of Interest
	<p>The Chair opened the meeting by welcoming everyone.</p> <p>There were no new Declarations of Interest to be noted.</p>
3.	Minutes of the last meeting and Matters Arising
	<p>The minutes of the previous meeting (23 July) were discussed and approved.</p> <p>Proposed Jackie Hall (JH), Lesley Bratch (LB) seconded.</p>

	<p>Actions from the previous meeting were reviewed:</p> <p>Action 1 Commissioners to be notified once a date for States debate on Law change is confirmed and provided with a link to States live webcast site.</p> <p>Confirmed as an ongoing action. The CI confirmed that the law draft will be debated on 11 November 2025.</p> <p>It was requested that an email containing the link to the debate be circulated to all Board members.</p> <p>Action 2 Production of documentation in 'Easy Reads' and alternative formats should be prioritised where budgets are available.</p> <p>Pilot creating easy-read materials, including image-based posters, to explain the subject matter to people with learning disabilities.</p> <p>The Chief Inspector (CI) has commissioned a set of easy reads for people with learning disabilities for an inspection poster detailing what to expect during inspection and the complaints policy.</p> <p>Noted as complete.</p> <p>Action 3 Share estimates of the 2026 income budget with the Finance Business Partner.</p> <p>Noted as complete</p> <p>Action 4 Amend the risk register to reflect the changes discussed in the June Board.</p> <p>Noted as complete.</p> <p>Action 5 Amendments to be made to the Forward Look to include 2026 Board dates.</p> <p>Noted as complete</p>	
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4.	The Chief Inspector's Report	
	<p>The CI presented document 4 and highlighted the following:</p> <p>The CI met with the Royal College of Nursing, General Secretary, Jersey Cares, Chief Executive, Independent Chair of Safeguarding Partnership Group, United Kingdom Chief Executive meeting of Health and Social Care Regulators, and Health Care Jersey.</p>	

Children's Social Care and Independent Reviewing Officer (IRO) Inspection

An inspection was undertaken, the report was published and was well received.

A consultation on amendments to the professional registration law

The Minister for Health and Social Services seeks public and stakeholder views on the draft Health and Social Care Professions Registration Law. This proposed legislation is intended to establish a standardised and consistent framework for registering health and social care professionals in Jersey.

Key provisions of the draft Law include:

- The creation of a consolidated list of registrable occupations
- Provisions enabling the registration of healthcare professionals in urgent public health situations, such as pandemics
- A defined process for registering specialist healthcare services, initially including Yellow Fever Vaccination Centres.

EPSO

Two Regulation Officers will attend the EPSO-Net conference in Dublin in October 2025. It was noted that the Commission will engage with UK regulators to explore how to build even more effective networking with other regulators.

Adult Social Care Standards Review

Due to delays in inspection work across hospital, ambulance, and mental health services, a decision was made to prioritise reviewing existing care standards.

The current approach focuses on integrating key elements of the existing standards into a single, updated framework. After assessing the risks and benefits, it was decided not to consolidate all standards fully, acknowledging the distinct needs of each sector.

A public consultation has been held, and feedback has been largely positive, with services reporting that they regularly use and refer to the standards. These comments are being considered as part of the ongoing refinement process.

Communications

The Engagement Day with the sector is on 17 September. All tickets have been sold.

Assisted Dying

The draft Assisted Dying Law has been officially lodged with the States Assembly and is scheduled for debate on 25 November 2025. The CI attended a webinar on Assisted Dying last week. It was requested that an email containing the link to the debate be circulated to all Board members.

The implications for Resources were discussed. It was noted that the Commission would be required to recruit a Standards Writer.

	<p>Policy Updates</p> <p>The UK Government has announced plans to regulate cosmetic procedures, and the Government of Jersey policy leads have been informed.</p> <p>The Isle of Man has launched a public consultation on the draft Regulation of Health and Social Care Bill 2026.</p> <p>Public Accounts Committee Review</p> <p>The Commission has provided information to the Public Accounts Committee to support its review of Arm's Length Bodies, Grants, and Subsidies, welcoming the opportunity to clarify its governance, funding, and accountability arrangements. The CI thanks The Head of Business and Performance for providing this information.</p>	
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5.	Finance Update	
	<p>Lynsey Corcoran (LC), Assistant Finance Business Partner (FBP), presented document 6 from the closed position in August.</p> <p>There is a £142k underspend Year to Date with an overachieved income of £36k, underspend of 98k on Non-Pay and a £7k overspend on Pay.</p> <p>It was noted that the allocated budget for inspections relating to hospitals, mental health services, and ambulance services will be reduced due to delays in the legislation, and the corresponding funds will be returned to the Government.</p> <p>The full-year variance is £64k underspend with an overachieved income of £44k, £5k underspend on Non-Pay, and £15k underspend on Pay.</p> <p>LC reminded the Board that the Minister for Treasury and Resources has authorised Accountable Officers to use additional income beyond that set out in the Government Plan, up to 10% of their estimated departmental income, to comply with the Public Finance Manual.</p> <p>Value-for-money savings were discussed. The Commission was able to meet this through delayed recruitment vacancies, but there is a risk that the savings may not be sustained from 2026 onwards.</p> <p>It was confirmed that the Cost of Recharges was for the Board, and all travel costs have been moved across to this budget line.</p> <p>Gordon Pownall (GP) noted that the budget line for Travel Agency, lodging, and related expenses currently shows no allocated budget. It was confirmed that the HRG system assigns staff travel costs to this budget line. It was also highlighted that the allocated budget for staff travel is £10k.</p>	

	<p>Kate Chamberlain (KC) expressed the importance of including a management cover paper alongside the report to provide context and highlight key discussion points. The paper should set out the associated risks and contingencies and include a narrative on potential risks in future years which would help provide clarity and support decision-making.</p> <p>The Board thanked LC for attending the Board meeting and providing the presentation [OBJ] . [OBJ]</p>	
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6.	Complaints Policy Update	
	<p>The CI presented document 6.</p> <p>Minor amendments have been made to the current complaints policy.</p> <p>The Board held a detailed discussion on the Complaints Policy and agreed that it requires further review, focusing on the overarching complaints process rather than individual complaint cases. The policy will be brought back to the Board for further consideration in November, and the law advisor will be invited to discuss it.</p> <p>It was agreed that the policy should remove references to escalation to the Minister and replace them with references to the Chair.</p> <p>The importance of clear key messaging was noted, particularly concerning quality control of the complaints process and its management. It was confirmed that individual complaints will not be investigated as part of this process.</p>	

7.	Feedback Strategy and Plan	
	<p>The Regulation Officer (TF) and Data Insight and Engagement Lead (SD) presented document 7 and provided the Board with the policy that is being developed.</p> <p>The policy outlines the principles and approach for obtaining feedback from service users, representatives, staff and other stakeholders about care services regulated by the Commission.</p> <p>Methods for gathering feedback have been researched with other regulators.</p> <p>The policy's development has considered the importance of maintaining effective relationships and clear communication with providers.</p> <p>A set of principles has been developed:</p> <ul style="list-style-type: none"> • Person Centred Approach • Inclusion and Equality • Transparency • Credible and evidence-based 	

	<p>It was noted that the timeliness of services and how they engage with service users are important considerations.</p> <p>A brief discussion was held regarding the potential introduction of an open feedback form on the Commission’s website. SD has engaged with the website developers to explore feasible solutions for implementing a feature whereby a Microsoft Form could be issued to stakeholders following the announcement of an inspection.</p> <p>KC noted the importance of holding an annual check-in with services to share how the Commission has responded to and acted upon the feedback received.</p> <p>The principle of Inclusion and Equality was discussed as highly important, making feedback accessible to all.</p> <p>The Chair thanks TF and SD for the update and presentation.</p>	
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8.	Standards Writer to address the Board (Review of existing standards)	
	<p>Amanda Hutchinson (AH) provided an update to the Board, highlighting the following:</p> <p>AH considered merging the three existing sets into one but decided to retain three distinct sets with clearer titles to provide a clear narrative explaining how standards apply across different settings, including sheltered housing, hospices, district/community nursing, and drug/alcohol services:</p> <ul style="list-style-type: none"> • Care and support services with accommodation (formerly “care homes”) • Care and support services for people at home and in the community (formerly “home care”) • Daycare services for adults (formerly “day care”). <p>Inspection reports use Safe, Effective, Responsive, Caring, and Well-led headings. Although aligning the standards to these headings was considered, it was judged too rigid, limiting flexibility to group standards into tailored themes or focus on priority areas during inspections.</p> <p>Instead, the standards will remain independent of these headings, but more explanation will be provided to show how they relate. Appendices listing policies will be removed, aligning with Children’s Standards.</p> <p>It was noted that the language should reflect that wherever someone lives (care home, accommodation, or their own house) is <i>their</i> home.</p> <p>Implementation Timeline</p> <ul style="list-style-type: none"> • Phase 1: Stakeholder engagement (completed) • Phase 2: Drafting updated standards (underway) • Phase 3 (Nov–Dec): Final sign-off, communication, and publication. 	

	The Chair expressed appreciation to AH for delivering a clear and informative presentation.	
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9.	Annual Report Timeline	
	<p>MS provided an update to the Board, highlighting the following:</p> <p>The Commission's reporting year aligns with the calendar year, ending on 31st December. The Annual Report must be laid before the States by the end of June, to submit a final version to the Minister by early June to allow for Ministerial sign-off.</p> <p>Key Phases and Milestones:</p> <ul style="list-style-type: none"> • January to Mid-March Preparation Phase. This is the most resource-intensive period. • February Board Meeting A progress update will be provided to the Board. A preliminary draft may be shared, though it will remain incomplete. Updates will be sent by email in between the Board meetings. • April Board Meeting Formal Sign off <p>The Board will be asked to formally approve the substantive content in February, agreed by email with the understanding that formatting, minor edits, and data verification will continue until final submission.</p>	

10.	Risk Register	
	<p>MS presented document 8.</p> <p>1/25 Maintaining Credibility of the Commission It is noted that the Government of Jersey's 2026 Budget has yet to be finalised, and there remains a risk that additional savings targets may be imposed. Such measures are likely to be unsustainable and could significantly compromise the Commission's capacity to fulfil its core statutory functions. The Commission has been able to bring forward some work as partial mitigation. No proposed changes to the rating: Likelihood 3, Impact 4, Overall: 12. The risk will require rearticulating in 2026.</p> <p>2/25 Maintaining Operational Readiness to Regulate New Areas The changes to the Regulation of Care Jersey Law 2014 will broaden the Commission's remit to include the regulation of hospitals, ambulances, and mental health services. They will also impact the Commission's governance and budget-setting process. This risk is to be revisited by the Board with a detailed timeline, numbers, and risk assessment so that the Board can make confident decisions. The CI suggested bringing the Inspection Handbook/Methodology to the Board in November and setting the timeline. Whilst this remains uncertain, no proposed changes to the rating are proposed: Likelihood 3, Impact 4, Overall 12.</p>	

	<p>7/23 Legal Risks including ambiguity in regulatory procedures, risk of legal challenge, and limits in statutory powers</p> <p>The Commission's Legal Advisor (TM) attended the Board meeting or workshop to provide further insight into these risks.</p> <p>No changes to the rating: Likelihood 2, Impact 4, Overall: 8.</p> <p>8/23 Impact of Differing Standards and Inspection Approaches</p> <p>Work on a review of Standards, as discussed on agenda item 8, will address several aspects of this risk.</p> <p>No proposed changes to the rating: Likelihood 3, Impact 3, Overall: 9.</p> <p>A risk relating to vulnerabilities within the care sector was discussed and identified as a low-level operational risk. The Commission is aware of ongoing capacity challenges within the sector; however, it was noted that the Commission is not the regulator responsible for overseeing or managing sector-wide capacity.</p> <p>The Board approved the risk register.</p>	
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11.	Forward Look	
	<p>The Chair reviewed the Forward Look, and the following amendments were agreed:</p> <ul style="list-style-type: none"> • Add a review of the Inspection Handbook/Methodology to the November meeting • Add review of complaints policy to the November meeting • Add an invitation to the Minister for the Environment for the January 2026 meeting • Move the Annual Report to the April 2026 Board meeting. 	

JERSEY CARE COMMISSION

Action Points

	Action Point	Owner	Status
1	Commissioners to be notified once a date for States debate on Law change is confirmed and provided with a link to States live webcast site.	Chief Inspector/Chair	Ongoing
2.	The Chief Inspector will follow up with the Minister for Children and Families (RV) to coordinate participation in upcoming podcasts.	Chief Inspector	Complete
3.	A link to the <i>Amendments to the Professional Registration Law</i> debate will be shared with all Board members.	The Executive Assistant	Ongoing
4.	A link to the <i>Assisted Dying</i> debate will be shared with all Board members.	The Executive Assistant	Ongoing
5.	A management cover paper will be developed to accompany the Finance Report, providing context and highlighting key discussion points.	Chief Inspector	Complete
6.	<p>Amendments to the Forward Look were agreed as follows:</p> <ul style="list-style-type: none"> • Add the Complaints Policy to the Forward Look for November 2025 and invite the Law Adviser to participate in the discussion. • Include the Inspection Handbook/Methodology for Hospitals, Ambulance Services, and Mental Health in November 2025. • Minister for the Environment to address the Board in January 2026 • Reschedule the Annual Report to the April 2026 meeting. 	The Executive Assistant	Complete
7.	Invitation to the Minister for the Environment to address the Board	Chair	Complete