

Minutes

Meeting title:	Jersey Care Commission Board	
Meeting date and time:	Wednesday 28 January 2026, 09:00-13:40	
Meeting location:	Jersey Care Commission, 1 st Floor Capital House, St Helier, Jersey JE2 3NN	
Meeting chair:	Dr Nigel Acheson (NA)	Chair
Those present:	Lesley Bratch (LB) Kathryn Chamberlain OBE (KC) Jackie Hall (JH) Noreen Kent (NK) Angela Parry (AP) Gordon Pownall (GP)	Commissioner Commissioner Commissioner Commissioner Commissioner Commissioner
Attendees:	Becky Sherrington (CI) Mark Silver (MS) Ian Dyer (ID) Peter Gough (PG) Malgorzata Ptak (MP) Lisa Phillips (LP) Laura Cummins (LC)	Chief Inspector Head of Business and Performance Regulation Officer (Item 4) GoJ Policy Lead (Item 4) Finance Business Partner (Item 8) Executive Assistant - Minute taker Administrator - Observer
Apologies:	Mark Silver (MS) Lynsey Corcoran (LC)	Head of Business and Performance From agenda items 1 to 5 Finance Business Partner Advisor

Documents presented:	<ol style="list-style-type: none"> 1. Agenda 2. Draft Minutes of Board meeting (19 November 2025) 3. Chair's Report 4. OPCAT summary 5. Chief Inspector's Report 6. Business Plan (2 Paper) 7. Draft Annual Report (2 Papers) 8. Finance Report (2 Papers) 9. Risk Register (3 Papers) 10. Forward Look
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PART A – PUBLIC SESSION

1.	Welcome, Apologies and Declarations of Interest
	<p>The Chair opened the meeting by welcoming all attendees, with a particular welcome extended to Laura Cummins (LC), new Administrator who joined the Business Support team in January. There were brief introductions.</p> <p>There were no new Declarations of Interest to be noted.</p> <p>Register of interests have been circulated to the Board to complete.</p>
2.	Minutes of the last meeting and Matters Arising
	<p>The minutes of the previous meeting (19 November) were discussed and approved.</p> <p>Proposed Noreen Kent (NK), 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>Noted as ongoing. The Chair advised that the matter is ready for submission to the Privy Council. It is understood that the Privy Council is working on a set timeline, and the expectation is that the matter will be returned by April.</p> <p>Action 2 A link to the <i>Amendments to the Professional Registration Law</i> debate will be shared with all Board members</p> <p>Noted as complete</p> <p>Action 3 A link to the <i>Assisted Dying</i> debate will be shared with all Board members.</p> <p>Noted as complete</p> <p>Action 4 The Board requested more detailed narrative, to better support governance oversight over risks around finance.</p> <p>Noted as complete. A detailed Finance section to be included in April 2025 Board meeting. The finance will be discussed under agenda item 8.</p>

	<p>Action 5 Board dates for 2026 to be finalised once travel arrangements have been re-booked.</p> <p>Noted as complete.</p> <p>Action 6 Remote Board Standard agenda items for 2026 to be finalised.</p> <p>Noted as complete. To be discussed under agenda Item 10.</p>
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3.	Chair's Report
	<p>The Chair presented document 3.</p> <p>The Chair reflected on the past year, noting that despite some challenges, the legislation progressed smoothly, supported by the work of the CI and the team and by strengthened credibility with key Ministers. This credibility will be essential as the organisation moves into the next phase, particularly the extension of regulations, where many services will require support in preparing for new regulatory requirements.</p> <p>The Chair highlighted differences in regulatory approaches in other jurisdictions and acknowledged that some Jersey providers may feel apprehensive based on past experiences. Clear communication and engagement will therefore be important.</p> <p>The Chair concluded that the coming year will be significant but begins with strong ministerial support, including commitments to necessary funding and resources, and expressed thanks to all involved.</p>

4.	Optional Protocol to the Convention Against Torture (OpCAT) Summary
	<p>The Chair welcomed Peter Gough (PG), Government of Jersey Policy Lead, and Ian Dyer (ID), Regulation Officer, to the Board. There were brief introductions.</p> <p>The Board received a presentation on the proposed role of the Commission in supporting Jersey's extension of the Optional Protocol to the UN Convention Against Torture (OPCAT). Jersey has already adopted the main Convention Against Torture (in 1992), which requires appropriate legislation to criminalise torture and prohibits extradition where torture may occur. The Optional Protocol strengthens safeguards for individuals deprived of their liberty by requiring independent monitoring bodies with legal authority to inspect relevant settings and report concerns to government.</p> <p>Jersey first explored extending OPCAT in 2015, but the absence of independent monitoring of mental health settings and later the pandemic led to delays. Since 2020, the Minister has renewed the intention to extend OPCAT. To comply, Jersey must establish National Preventive Mechanisms (NPM-equivalent bodies) to monitor all settings where people may be deprived of their liberty.</p>

	<p>The Board discussed the interaction with immigration detention and confirmed ongoing liaison with Customs. During inspections, the Commission already evaluates supervision and support for staff through direct feedback. Clarification was provided regarding timelines: the Minister aims to lodge the proposal by early February, with debate expected in mid-March. If approved, 2026 would be a preparatory year; normal monitoring activities would operate in 2027; and the first OPCAT-related report would be produced in 2028.</p> <p>Initial reports may not include mental health inpatient inspections, but relevant data, from the Mental Health Law Administrator, will be available on detentions, safeguarding roles, and transfers for specialist treatment.</p> <p>The Board expressed full support for the proposed extension of OPCAT and welcomed the opportunity to contribute through data sharing, thematic analysis, and collaborative monitoring. The meeting concluded with agreement that a formal letter would be provided to support the Minister's submission.</p>
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5.	The Chief Inspector's Report
	<p>The CI presented document 5 and highlighted the following:</p> <p>The Commission completed a review of the 2019 care standards. Following a full public consultation, which generated broadly positive feedback, with some calls for simplification, the standards were updated with internal and external input. The revised version is more person-centred and strengthens key areas such as dementia care, staffing requirements, and minimum staffing ratios. The updated standards have been published and shared with all registered care managers and providers, and inspections will now be carried out against them.</p> <p>The Board discussed developing a standardised inspection report written in a regulatory style. AI-generated prompts may be used to support Regulation Officers (ROs), but RO's will continue to gather evidence and write the substantive narrative. The tool is intended to aid efficiency while preserving professional judgement.</p> <p>The Board emphasised the need to manage risks associated with AI adoption, including data security, over-reliance on automated output and the need for strong quality assurance. Maintaining personalised, context-rich inspection reporting remains essential. It was also confirmed that any future system would operate within secure Microsoft environments rather than public AI platforms.</p> <p>The Board noted that other regulators already use handheld devices and AI-supported tools, though these can produce generic reports if not used carefully.</p> <p>An update was provided on assisted dying legislation. The States Assembly will reconsider the policy elements following an academic review. The Commission's feedback was referenced in the review and not contradicted. The team will continue to monitor developments.</p>

	<p>The Board received an update on the increasing use of electronic patient systems by providers for care records and medication administration. To support this transition, the Commission has issued guidance on best practice for electronic medicines and transcribing medicines. The guidance was circulated and published on the website.</p> <p>An update was also provided on recent communications/social media activity.</p> <p>Gordon Pownall (GP) requested feedback on recent social-media activity, particularly the video content. The videos were recognised as valuable in helping Board members connect with services they do not routinely encounter. A care-sector newsletter is now established, with the next issue scheduled for release next week, and it was suggested that including the link to the videos could enhance visibility and engagement.</p> <p>In preparation for the forthcoming Hospital, Ambulance and Mental Health regulatory amendments, the team has completed a full mock inspection, allocated a dedicated Regulation Officer, finalised the revised Complaints Policy and Care Quality Commission (CQC) Partnership Agreement, undertaken stakeholder engagement to inform guidance materials, progressed key communications, awaits Privy Council approval of the legislative amendments, and continues to maintain regular oversight with the project currently rated green.</p> <p>A brief discussion was held regarding the staffing requirements of the Commission, and the Board will receive an update from the Communications team on forthcoming changes to feedback and complaints processes.</p>	
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6.	Business Plan	
	<p>MS presented document 6, a review of the Commission’s proposed 2026 Business Plan.</p> <p>The Board reviewed the updated Business Plan, noting that amendments requested at the previous meeting had now been incorporated. These included explicitly referencing statutory inspection activity and updating the associated deliverables.</p> <p>An additional commitment was added under section 3(b) to consider options for involving a wider range of stakeholders in governance and decision-making. This was in line with themes identified in the Annual Report and the BDO review.</p> <p>Minor language and typographical improvements will be made before publication, aligning the Business Plan with the Annual Report and BDO findings to ensure consistency.</p> <p>The Board also considered whether actions arising from the BDO review, particularly forward-looking risk and governance improvements, should be referenced more explicitly. It was agreed that the plan should include general wording to reflect anticipated work, without committing to detailed actions that have not yet been finalised. Longer-term actions may fall outside the scope of the 2026 plan.</p>	

	The Board approved the Business Plan.	
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7.	Draft Annual Report	
	<p>MS Presented the Annual Report for 2025 in near-final draft form. Narrative content, governance sections and risk reporting are substantively complete, with provisional finance and most KPI data incorporated. These figures remain subject to final validation and audit adjustments.</p> <p>MS advised that the report has progressed since the last circulated version and will be reviewed further before a near-final draft is shared with Board members. At this stage, the CI requested high-level comments only, as detailed text may still change.</p> <p>The report is working to a tight publication deadline, with submission to the publisher planned for the week commencing 16 February. The revised draft is shorter than previous editions. Minor amendments will still be possible after typesetting, and the report will undergo professional proofreading.</p> <p>The Board agreed to approve the final draft by correspondence, with the Chair providing final sign-off on the typeset version, subject to no substantive changes.</p> <p>The Board noted improvements in structure and readability and suggested aligning governance content more clearly, including grouping responsibilities of the Board, Chair and Chief Inspector. The Board also supported including more human-interest content, such as provider feedback, if feasible.</p> <p>Some enhancement ideas may not be achievable this year, such as human-interest contents due to time constraints but could be incorporated into future reports. The Board endorsed the proposed timeline and approach to final approval.</p>	

8.	Finance Update	
	<p>Maglorzata Ptak (MP) Finance Business Partner (FBP) and presented document 6 from the closed position in December 2025.</p> <p>The Board reviewed the 2025 financial position and noted an underspend of approximately £162K, arising from higher-than-expected income, staffing underspends due to earlier vacancies, and non-staff costs for inspections and related work that did not proceed as planned. Forecasting for the year was broadly accurate, with only small variances, and income reached £421K. The income budget for 2026 has been adjusted to £410K to better reflect expected activity, although some assumptions remain uncertain due to the variable cost and volume of inspections.</p> <p>The Board acknowledged that all budget lines are supported by clear assumptions, but any inaccuracies may create financial risks that will require discussion with government. Budget flexibility will be important as the organisation prepares for the extension of regulation.</p>	

	<p>Key variances were noted in IT and telecommunications budget line (reflecting prior development work), management consultancy (lower activity than budgeted), education and training (overspends from multi-year commitments), and travel and subsistence.</p> <p>While the 2026 position is expected to be manageable, the Board highlighted significant financial risks for 2027 linked to expanded regulatory responsibilities. More detailed financial information will be required to support discussions with government, and without additional funding or flexibility, the organisation may face difficult choices or require extra support to meet statutory obligations.</p> <p>A comprehensive finance section for the upcoming Board meeting will be included in the Forward Look.</p> <p>The Board thanked MP for attending the Board meeting and providing the presentation.</p>
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9.	Risk Update
	<p>The Head of Business and Performance (MS) presented document 6.</p> <p>The Commission is updating its Risk Management Framework (RMF) to strengthen governance, improve assurance, and ensure clearer alignment with recognised public-sector best practice. The revisions focus on two core areas, Risk Governance and Risk Appetite, and introduce a more robust approach to assurance that will shape future updates to the risk register.</p> <p>MS outlined proposed updates to the Risk Management Framework, explaining that while a full review is not currently feasible, several targeted amendments have been made to strengthen alignment with recent improvement discussions, including those raised in the BDO report. This includes adding a new governance section and removing outdated content, with changes presented clearly for ease of review.</p> <p>To support transparency, the updated sections have been presented alongside the original text so that the Board can clearly identify changes. An assurance map has also been added as an annex, enabling review without requiring frequent updates to the main framework.</p> <p>The Board discussed the broader aim of strengthening risk and assurance processes, including opportunities for greater commissioner involvement between meetings. It was noted that, although the Commission does not operate formal sub-committees, there may be scope to draw on individual commissioners' expertise to support risk oversight and preparatory work ahead of Board discussions. This will be further considered alongside upcoming work to review meetings and governance arrangements.</p> <p>The Board approved the risk register.</p>

10.	Forward Look	
	<p>The Board discussed potential adjustments to future meeting arrangements. A proposal was made to trial shifting the April Board meeting to a later start time (1pm–5pm) to enable same-day travel and reduce accommodation costs. The Board agreed this could provide useful insight into future scheduling options, though feasibility will depend on available flights and individual circumstances. The Board requested indicative costings to understand the financial impact of different travel arrangements and consider how any savings might support future strategic planning sessions.</p> <p>The February meeting, traditionally used to sign off year-end finances, was reviewed in light of updated information. As final figures for 2025 are already available and unlikely to change, the Board agreed that financial approval could be completed remotely. This allows the February meeting date to be released if no other business requires discussion.</p> <p>The Board also considered how best to use combined meeting days for strategic or development sessions, noting that any revised schedule will be tested in April and refined based on experience.</p> <p>The Chair reviewed the Forward Look, and the following amendments were agreed:</p> <p>A detailed focus finance section to be included in April 2026 Board meeting.</p> <p>A meeting invitation has been sent to the Minister for the Environment for April or July 2026.</p> <p>Governance update to be added to the Board meeting in April 2026.</p> <p>Remove February 2026 Board meeting which is remote.</p>	

10.	AOB	
	<p>Lesley Bratch (LB) noted that amendments to the Complaints page on the website were required to ensure that the Easy Read versions are clearly signposted and that links to the Complaints Policy are clearly presented.</p> <p>It was also highlighted that work on Easy Read materials should be included in forthcoming social-media posts, alongside the Easy Read version of the inspection process.</p>	

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.	Chair	Complete
2.	A formal Letter would be provided to PG to support the Minister's submission for the OPCAT protocol	Business Support Team Leader	Complete
3.	Commission video links to be included in the next newsletter to the sector.	Chief Inspector	Complete
4.	Update from the Communications team on forthcoming changes to the feedback and complaints processes. In relation to services due to be newly regulated.	Chief Inspector	Complete
5.	Amend Annual Report to group responsibilities of the Chair, Chief Inspector, Commissioners together in Annual Report	Head of Business and Performance	Complete
6.	Amendments to be made to the Forward Look which include: <ul style="list-style-type: none"> • A detailed focus finance section to be included in April 2025 Board meeting • A meeting invitation has been sent to the Minister for the Environment for April or July. • Governance update to be added to the Board meeting in April 2025 • Remove February 2026 Board meeting which is remote. 	Business Support Team Leader	Complete
7.	Amendments to the Complaints page and to include easy reads in social media posts.	Business Support Team Leader	Complete
8	Board Costs to be provided to the Chair to understand the financial impact of different travel arrangements and consider how any savings might support future strategic planning sessions	The Head of Business and Performance/ Business and Performance Team Leader	Complete