

MINUTES

RQIA Board Meeting 10 June 2008

Board Room, 9th Floor, Riverside Tower, Belfast, 2pm

Present

Ian Carson (Chairman)
Richard Adams
Geraldine Donaghy
Joan Harbison
Jim Jamison
Ruth Laird
Lilian Jennett
Allen McCartney
Colin Reid

Officers of the Board present

Alice Casey (Interim Chief Executive)
Robert Graham (Committee Services Manager)
Phelim Quinn (Director of Operations)
Theresa Nixon (Director of Quality Assurance)
David Stewart (Director of Service Improvement)
John Stewart (Director of Corporate Services)

Apologies

Patricia McCoy
Connor Mulholland
Una O'Kane
Austin Smith

Apologies

None

PUBLIC SESSION

08.48 Welcome and Chairman's remarks

08.48.1 The Chairman welcomed Board members, Officers of the Board and members of the public to the meeting. He noted apologies from Patricia McCoy, Connor Mulholland and Austin Smith.

08.49 Minutes of the meeting of the Board held on Tuesday 18 March, Innovation Centre, Belfast [Paper min/Mar/08]

08.49.1 The Board **APPROVED** the minutes of the meeting of the Board meeting held on 18 March 2008 subject to amendments in paragraphs 08.28.3, 08.30.3 and 08.34.1.

08.50 Matters arising from minutes

08.50.1 The Chairman advised the Board that interviews for the permanent post of Chief Executive would be held on Thursday 12 June at the Beeches Management Centre.

08.27.3 Serious Concerns Group

08.50.2 A Board member asked if it would be possible for Board members to attend a meeting of the Serious Concerns Group. It was **AGREED** that the Committee Services Manager would circulate meeting dates for Board members.

08.51 Chairman's report [Paper C/03/08]

08.51.1 The Chairman presented his Report to the Board and highlighted some of the meetings he had attended.

08.51.2 The Chairman drew Board members' attention to the meeting held with Professor Sheila Leatherman and suggested that Professor Leatherman could assist the Authority with the preparation of an Overall Assessment. He noted that copies of a recent publication "Quest for Quality", co-written by Professor Leatherman were available for Board members.

08.51.3 The Chairman also noted that a further meeting with the Chairman and Chief Executive of the Independent Health and Care Providers had been arranged.

08.51.4 A Board member asked for further information on the H+C Number Implementation Project. The Chairman noted this was one of the largest IT projects undertaken in health and social care in Northern Ireland and would result in each member of the public in Northern Ireland having a unique identification number, similar to the NHS number in England.

08.51.5 A Board member asked if the Board could receive a note of the recent Accountability Review. It was **AGREED** that this would be forwarded to Board members.

The Board **NOTED** the Chairman's Report.

08.52 Quarterly Report - Director of Corporate Services [Paper E/03/08]

08.52.1 The Director of Corporate Services presented an overview of the Quarterly Report to the Board. He advised the Board that considerable progress had been made with the work on the 2007/08 Business Plan and that work would commence shortly on the preparation of a new Corporate Plan for 2009/12 which would include Key Performance Indicators.

08.52.2 A Board member asked if there was any indication of demand for care home places and if the new Care Standards had had an impact on the quality of service provision. The Director of Operations advised that the Authority would not know about the demand for places. He also added that the Independent Health and Care Providers (IHCP) had

raised concerns about the cost of implementing aspects of the new Care Standards.

- 08.52.3 A Board member asked if there were any issues raised through the inspection process that would be highlighted in the Quarterly Report. The Director of Operations advised that the new Inspection Activity Monitoring System (IAMS) had been redeveloped as at 1 April 2008 and that future Quarterly Reports would contain more informative data.
- 08.52.4 A Board member questioned the meaning of the targets listed. The Director of Operations advised the Board that the Authority was monitoring the number of inspections completed on schedule, the number of draft reports being issued to providers within 20 working days and the number of draft reports becoming "open" within 20 working days of being issued to providers. He noted that the percentages in the final column had recently been recalculated and were higher than originally noted.
- 08.52.5 A Board member noted that the number of inspections conducted during the quarter was significantly higher than in previous quarter. The Director of Operations explained that this was necessary to enable the Authority to complete its statutory obligations but he added that an inspection schedule had been developed whereby inspections would be conducted more evenly across the year.
- 08.52.6 The Director of Corporate Services advised the Board that following the submission of accounts to the Northern Ireland Audit Office, the deficit for the year had been adjusted. He reported a break even position.
- 08.52.7 The Director of Operations advised Board members that the Review of Child Protection and Vulnerable Adult Procedures would be brought to the Board in July.

The Board **NOTED** the Quarterly Report.

08.53 RQIA Business Plan 2008/09 - Director of Corporate Services [Paper F/03/08]

- 08.53.1 The Director of Corporate Services presented the 2008/09 Business Plan to the Board and highlighted the amendments made since the draft Plan was approved by the Board in December 2007.
- 08.53.2 The Director of Corporate Services advised that the DHSSPS had issued an allocation letter for £5.04m and although the Authority had asked for £5.28m he was confident that the necessary savings could be made.
- 08.53.3 The Director of Corporate Services added that the Authority had

submitted a business case for the funding for the additional hygiene inspections and that the DHSSPS would also be funding the proposed HSC staff survey.

- 08.53.4 The Director of Corporate Services advised the Board that the Business Plan would be shared with all Authority staff and the Partnership Forum following approval by the Board.

The Board **APPROVED** the Business Plan.

08.54 Corporate Risk Register - Director of Corporate Services [Paper G/03/08]

- 08.54.1 The Director of Corporate Services presented the updated Corporate Risk Register and highlighted the key changes to the Register.

- 08.54.2 A Board member asked if directorate risk registers were feeding into the main risk register. The Director of Operations confirmed that all risks in the Corporate Risk Register were escalated from individual directorates.

- 08.54.3 A Board member asked if the outcome of the Agenda for Change job evaluations presented a risk if it affected morale. The Director of Corporate Services explained that the evaluation and banding of posts under Agenda for Change was undertaken outside RQIA - by human resources staff at Central Services Agency and trade union representatives, working in partnership. Decisions about bandings were then checked for regional consistency by a special unit at the Beeches Management Centre.

- 08.54.4 A Board member noted that the proposed training in risk management had been cancelled and hoped that this would take place shortly. He also requested that a meeting of the Governance and Risk Management sub-committee should take place as soon as possible.

- 08.54.5 A Board member suggested that target dates be included in the Corporate Risk Register. She also proposed that the Risk Register be reviewed annually by the Board and that following the review a new register is created. Board members **AGREED** with this approach.

Board members **NOTED** the update.

08.55 Memorandum of Understanding with NCAS - Director of Service Improvement [Paper H/03/08]

- 08.55.1 The Director of Service Improvement presented a proposed Memorandum of Understanding to the Board and gave a brief outline of the work of the National Clinical Assessment Service (NCAS). He advised that there were few areas of mutual involvement between the two organisations but outlined the example of a situation where the

Authority may raise concerns about a particular medical or dental practitioner.

- 08.55.2 A Board member asked if there was a link between the work of NCAS and consultant appraisal. The Director of Service Improvement advised there wasn't a direct link but if concerns were raised at an appraisal about a doctor's or dentist's performance, this could be brought to the attention of NCAS. The Chairman added that referrals to NCAS can be made by an employer or by self-referral.

The Board **APPROVED** the Memorandum of Understanding.

08.56 Complaints Policy and Investigations Procedure - Interim Chief Executive [Paper I/03/08]

- 08.56.1 The Interim Chief Executive presented to the Board an updated Complaints Policy and advised that under this new Policy, all complaints relating to the regulated sector would firstly be resolved at local resolution, then through RQIA and if there was still no resolution, to the Northern Ireland Ombudsman. She added that complaints within HSC Trusts would be dealt with under Trusts' Complaints Procedure and then directly to the Ombudsman.
- 08.56.2 A Board member asked if the Board would be receiving updates on complaints made against the Authority. The Interim Chief Executive confirmed that this would be the case and the Governance and Risk Management sub-committee would have a role in monitoring how complaints are handled.
- 08.56.3 A Board member sought clarity on whether investigations would be conducted by a member of staff who was of a higher management level than the original investigator. The Interim Chief Executive noted the concern but pointed out that the Authority's flat management would mean that this would not always be possible. Assurance was given that second stage investigations would be conducted by staff not previously involved in the case.
- 08.56.4 Board members asked how the Authority would learn from complaints in the wider HSC and were advised that the Authority would receive regular reports from Trusts about complaints and from the Northern Ireland Ombudsman. It was also suggested that the Authority could conduct a governance review of complaints handling in the HSC.
- 08.56.5 The Director of Quality Assurance advised that she was part of a DHSSPS External Reference group looking at devising standards and guidelines for complaints management and suggested that she could enquire of the DHSSPS if Trusts could be asked to complete a common agreed standard template to record complaints so as comparisons can be made when such information is being shared across organisations and with the Authority.

- 08.56.6 The Chairman advised that a meeting had been arranged with the Ombudsman and that some of the issues raised by the Board would be raised at that meeting.
- 08.56.7 The Board considered the Investigations Procedure and it was suggested that Section 3 of the Appendix be moved into the main Procedure. This amendment was **AGREED**.
- 08.56.8 A Board member asked if the Complaints Review Group was a standing committee of the Board and sought clarity on its role. Board members debated the role of the Governance and Risk Management sub-committee in monitoring how complaints were handled; agreed that there was a need to clarify the role of the sub-committee and its added value in this area; and noted that all significant complaints and complaints against the Authority should be brought to the Board.


The Board **APPROVED** the Complaints Policy and the Investigation Procedure.

08.57 Any other business

- 08.57.1 The Chairman noted that the Board had considered the findings of the Clostridium difficile Review Report which had been commissioned by the Minister and that the Report was available on the DHSSPS website. He commended the Review Team for their hard work and advised that the final phase of the Review was now under way.
- 08.57.2 A Board member asked if an updated calendar of meetings could be made available for Board members. The Interim Chief Executive added that a calendar of developmental workshops should also be prepared and these would be forwarded to Board members in due course.
- 08.57.3 With there being no other business the Chairman drew the meeting to a close at 3:50pm.

**Date of next meeting:
8 July 2008, Craigavon Area Hospital**

Signed



Dr Ian Carson
Chairman

Date

