



## PUBLIC SESSION MINUTES

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### RQIA Board Meeting

Board Room, 9<sup>th</sup> Floor, Riverside Tower, Belfast

12 May 2011, 2:00pm

#### Present

Ian Carson (Chairman)  
Richard Adams  
Geraldine Donaghy  
Lilian Jennett  
Ruth Laird  
Allen McCartney  
Patricia McCoy  
Una O'Kane  
Colin Reid  
Austin Smith

#### Officers of the Board present

Glenn Houston (Chief Executive)  
Maurice Atkinson (Director of Corporate Services)  
Robert Graham (Committee Services Manager)  
Theresa Nixon (Director of Quality Assurance)  
Phelim Quinn (Director of Operations)  
David Stewart (Director of Service Improvement)

#### 11.52 Welcome and Chairman's Remarks

11.52.1 The Chairman welcomed Board members, Officers of the Board and members of the public to the meeting. No apologies were noted.

#### 11.53 Minutes of the meeting of the Board held on Wednesday 23 March [Paper min/Mar11/public]

11.53.1 The Board **APPROVED** the minutes of the Board meeting held on 23 March.

#### Resolved Actions

- Minutes to be formally signed off by the Chairman

#### 11.54 Matters arising from minutes

##### 11.24.9 RQIA Inspection

11.54.1 A Board member asked if the joint inspections of Hydebank and Woodlands had been completed. The Director of Operations confirmed that these had taken place and that the reports were currently being drafted. The Chairman asked if RQIA had been made aware of the two recent suicides in Hydebank. The Director of Operations stated that RQIA should be receiving notifications of these through the serious adverse incident reporting process.

#### 11.55 Declaration of Interests

11.55.1 The Chairman asked Board members if, following consideration of

the agenda items, any interests were required to be declared in line with Standing Orders. No declarations of interests were made.

**11.56 Chairman's report - Chairman [Paper C/03/11]**

11.56.1 The Chairman presented his report to the Board and noted that he had attended seven meetings on behalf of RQIA since the last Board meeting.

11.56.2 The Chairman said that he had attended some of the roadshows highlighting the work of the mental health and learning disability team and that these had proved useful in developing contacts within this sector.

11.56.3 The Chairman advised Board members that a minute of the Accountability Review meeting of 12 April was available for Board members.

11.56.4 The Chairman told Board members that he had met with Lily Kerr, the newly appointed Chair of the Northern Ireland Social Care Council.

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

**11.57 Chief Executive's Report - Chief Executive [Paper D/03/11]**

11.57.1 The Chief Executive presented his report to the Board and began by referring to some of the key meetings he had attended. He said that he had met separately with the Chief Executives of the Western and South Eastern Trusts.

11.57.2 The Chief Executive informed Board members that RQIA staff had attended meetings with groups of dentists regarding dental regulation.

11.57.3 The Chief Executive updated the Board on review and inspection activity. He said that RQIA had met its statutory obligations with regard to inspections during 2010/11.

11.57.4 The Chief Executive advised the Board that RQIA will begin a pre-consultation on a new Corporate Strategy and 3 year Review Programme and that Board members were welcome to attend any of the events.

11.57.5 The Board **NOTED** the Chief Executive's Report.

**11.58 Finance Report - Director of Corporate Services [Paper E/03/11]**

11.58.1 The Director of Corporate Services presented the Finance Report to the Board and explained that the end of year position highlighted in

the report represented a provisional figure, as the accounts were currently being finalised. He anticipated that RQIA would break even with its revenue resource allocation but he noted that there was an underspend in the capital resource allocation of £13.7k, which was caused by delay in obtaining approval of a business case for ICT disaster recovery.

11.58.2 The Director of Corporate Services advised the Board that RQIA had met the 95% target for paying invoices within 30 days and that all outstanding debt for 2008/09 and 2009/10 had been recovered.

11.58.3 A Board member congratulated the Finance team for their work in achieving this position.

11.58.4 The Board **NOTED** the Finance Report.

**11.59 Corporate Performance Report - Director of Corporate Services [Paper F/03/11]**

11.59.1 The Director of Corporate Services presented the Corporate Performance Report to the Board and said that the report represented the end of year position. He expressed his thanks to the staff who had assisted in the completion of this report in time for this meeting. He advised that of the 63 corporate actions, 7 had achieved a red rating and 56 had achieved a green rating at the year end and he moved on to consider each of the 7 actions that were rated red in turn.

11.59.2 The Director of Corporate Services explained that RQIA had been unable to progress the recruitment of new staff to assist with the assimilation of service user views in regulated services due to financial constraints. He said that the Executive Management Team is currently reviewing the approach with a view to progressing this by September 2011.

11.59.3 A Board member asked if this work would duplicate the work of the Patient Client Council. The Director of Operations explained that this was unlikely, as the project was specifically looking at methods of obtaining the views of domiciliary care users and formed an integral part of RQIA's inspection methodology and followed the principles of the Better Regulation Commission. He confirmed that a revised job description for the role had been prepared, as well as a revised project plan for this work.

11.59.4 A Board member asked how RQIA sought the views of statutory service users. The Director of Operations explained that RQIA had engaged with approximately 200 users through the Patient Experience Reviews carried out by the mental health team. He added that on recent reviews, for example the Maternity Services Review and the Child Protection Review, RQIA had engaged with

service users as part of the methodology of the review. The Director for Service Improvement added that as part of the forthcoming Mixed Gender Accommodation review, RQIA would be working with a voluntary organisation to gain the views of service users.

- 11.59.5 The Chairman advised that the Chief Executive and he would be meeting with the Chief Executive and the newly appointed Chair of the Patient Client Council in July.
- 11.59.6 A Board member sought clarity on the timescales for the development and implementation of the research policy. The Director for Service Improvement explained that RQIA had developed a research policy and that the policy had been approved and that subsequently, a research group had been established which would be responsible for the implementation of the policy.
- 11.59.7 A Board member felt that some of the actions that were incomplete required supporting KPIs to allow for improved monitoring. The Director of Corporate Services noted the proposal.
- 11.59.8 A Board member asked about the reference to the partial inclusion of information contained within the Corporate Performance Reports within the Annual Report. The Director of Operations explained that RQIA would seek to highlight in the Annual Report areas where RQIA could demonstrate that it had influenced policy and therefore not all of the information in the Corporate Performance Reports would be included.
- 11.59.9 The Chairman complimented the work of the staff involved in completing the new Corporate Performance reports over the course of the year. The Director of Corporate Services said that he would give consideration to revising the traffic light system.
- 11.59.10 The Board **NOTED** the Corporate Performance Report.
- 11.60 Appointments and Remuneration Committee Business - Chairman**
- 11.60.1 The Chairman advised that at a private meeting of the Board on 14 April the Board had approved the pay awards for the Chief Executive and the members of the Executive Management Team for the year 2010/11 based on performance in 2009/10, as outlined in the Circular HSC (SE) 1/2011. He said that fully acceptable pay awards had been approved by the Appointments and Remuneration Committee.
- 11.60.2 The Board **NOTED** the update from the Chairman.

**11.61 RQIA Business Plan 2011/12 – Director of Corporate Services [Paper G/03/11]**

11.61.1 The Director of Corporate Services presented the draft RQIA Business Plan for 2011/12 to the Board and explained that he had taken on board the feedback received from members at the workshop on 14 April. He said that some of the KPIs had been revised and that some of the completion dates had been amended.

11.61.2 The Director of Corporate Services explained that there were two significant areas of expenditure, private dentistry and the Corporate Information Management System (CIMS). He said that the business case for private dentistry had been submitted to DHSSPS and that the business case for CIMS was being finalised. He said that the financial information had been updated following receipt of the confirmed revenue resource allocation (RRL) for 2011/12 and that performance against the objectives would be measured through future Corporate Performance Reports.

11.61.3 A Board member asked for clarity on the KPIs relating to inspection reports. The Director of Operations explained that there were sub-KPIs which included timelines for completion of reports and reports moving from draft reports to becoming open reports.

11.61.4 A Board member asked about the overview reports referenced at CA1.2. The Director of Operations explained that RQIA was now able to analyse the findings of inspections within each sector and produce overview reports. He added that the first of these overview reports would be presented to the Board in July 2011.

11.61.5 A Board member felt that Board members should be appropriately engaged in activities to promote the work of RQIA. It was agreed that the Executive Team would consider the development of a new KPI for this.

11.61.6 Subject to minor amendments, the Board **APPROVED** the Business Plan for 2011/12.

**11.62 RQIA Business Continuity Plan – Director of Corporate Services**

11.62.1 The Chairman advised that during the private session of the Board, the Board had considered the RQIA Business Continuity Plan and sought approval of the Plan.

11.62.2 The Board **APPROVED** the RQIA Business Continuity Plan.

**11.63 RQIA Three Year Review Programme – Present and Future (Presentation) – Director for Service Improvement**

11.63.1 The Director for Service Improvement welcomed Senior Project

Manager, Jacqui Murphy to the meeting and invited Jacqui to update the Board on the RQIA Three Year Review Programme.

- 11.63.2 Jacqui Murphy advised the Board of the progress made on the current Three Year Review Programme and explained to the Board the role of the Review Programme Steering Group (RPSG) in monitoring the programme. She explained that all RQIA reviews are carried out using PRINCE2 methodology and that a series of standard documents have been produced which are used in all reviews. She concluded by saying that work had commenced on the preparation of the next Three Year programme, running from 2012/13 to 2014/15.
- 11.63.3 The Chairman asked if RQIA would be able to meet with all interested groups before July 2011. The Director for Service Improvement said that, in addition to the series of planned events, RQIA would be meeting with DHSSPS on 3 June and organising further meetings with other regulatory bodies and HSC organisations.
- 11.63.4 A Board member commended the work and felt that the Three Year Review Programme booklet was an excellent publication and one in which everyone would have an interest. The Chief Executive said that he hoped that RQIA could further improve the quality of this publication when the next Three Year Programme was published.
- 11.63.5 The Director for Service Improvement explained that when considering the list of review topics which would then contribute to the overall assessment of health and social care, RQIA will consider the five themes in the regional quality standards. He felt that the current RQIA programme did not have sufficient focus on the health improvement and health protection theme.
- 11.63.6 The Board **NOTED** the update on the Three Year Review Programme.
- 11.64 Report of the Mental Health and Learning Disability Expert Advisory Panel – Director of Operations [Paper I/03/11]**
- 11.64.1 The Chairman invited Board member, Richard Adams, to present the report of the mental health and learning disability Expert Advisory Panel to the Board.
- 11.64.2 He informed the Board that the Panel had been established to assure the RQIA Board that RQIA was discharging its functions under the Mental Health Order. He said that the Panel had met on five occasions and that at its last meeting it had considered a report which rated how well RQIA was faring against each of its stated responsibilities. He said that in all areas, except one, a “green” rating had been given, with an “amber” rating for the final one.

- 11.64.3 He said that the Panel was representative of the sector and that each of the members had contributed equally and that he welcomed the views of the service users who were on the Panel.
- 11.64.4 He advised that the Human Rights Advisor had made a presentation to the Panel on the human rights approach in the work of the mental health and learning disability team. He also referenced work begun by an RQIA Project Manager on developing GAIN guidelines in the area of mental health.
- 11.64.5 The Chairman thanked the Board member for his work in chairing this Panel.
- 11.64.6 A Board member asked for clarity on the reason why one of the areas had been assessed as “amber”. The Director of Operations assured the Board that there were no concerns in this area and that RQIA had only begun to develop this particular area of work.
- 11.64.7 The Panel Chair expressed his thanks to the members of RQIA staff who had serviced the Panel during its tenure. The Chairman indicated his appreciation, on behalf of the Board, to the Panel as it had completed its remit.
- 11.64.8 A Board member asked how issues in mental health and learning disability would be reported to the Board in future. The Chief Executive explained that updates would be provided in the Corporate Performance Report and that more in-depth reports would be provided twice per year. The Board were content with this approach.
- 11.64.9 The Board **APPROVED** the report of the Expert Advisory Panel.
- 11.65 Mental Health and Learning Disability - Director of Operations [Paper J/03/11]**
- 11.65.1 The Director of Operations invited the Head of the Mental Health and Learning Disability team to present the mental health and learning disability report to the Board.
- 11.65.2 The Head of Programme began by giving an overview of the serious adverse incidents (SAIs) reported. He said that there were no real trends emerging. In response to a question from a Board member regarding the ages of people who committed suicide, he noted that there had been an increase around the Christmas period of older people committing suicide. Board members noted that the information related only to those episodes of self harm and suicide known to social services which had been reported to RQIA, and that the Coroner’s statistics would present a different picture.
- 11.65.3 The Head of Programme outlined to the Board the work that had been done with the HSC Trusts to reduce the percentage of errors

for prescribed forms. He explained that part of the GAIN project would look at regional training in this area.

11.65.4 The Head of Programme informed the Board that the inspection programme had focused on the human rights theme of fairness and that next year's programme would look at the theme of protection. With regard to reviews, he advised that the CAMHS review had been completed and that three other reviews would be completed during 2011/12.

11.65.5 A Board member asked for further information on advocacy. The Head of Programme explained that RQIA worked mainly with voluntary organisations such as NIAMH and CAUSE.

11.65.6 The Board **NOTED** the update on mental health and learning disability.

**11.66 RQIA Equality Scheme and Action Plan – Director of Corporate Services [Paper K/03/11]**

11.66.1 The Director of Corporate Services advised the Board that in November 2010, the Board had noted the Audit of Inequalities which had been prepared as part of RQIA's new Equality Scheme. He said that the Scheme had been completed and signed off by the Chairman and Chief Executive in advance of the deadline of 1 May 2011 and that the action plan within the Scheme would be monitored through the annual report presented to the Board.

11.66.2 The Director of Corporate Services said that following the period of public consultation, the Human Resources Manager would analyse the responses and finalise the Plan.

11.66.3 The Board **NOTED** the Equality Scheme and Action Plan.

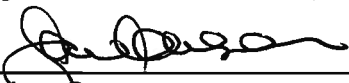
**11.67 Any Other Business**

11.67.1 There was no other business and the Chairman drew the public session to a close at 4:15pm.

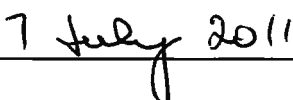
**Date of next meeting:**

**Thursday 7 July 2011, Board Room, Riverside Tower**

Signed

  
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Dr Ian Carson  
Chairman

Date

  
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