



## RQIA Board Meeting

Date of Meeting	9 July 2015
Title of Paper	Public Session Minutes
Agenda Item	2
Reference	Min / May15 / public
Author	Hayley Barrett
Presented by	Dr Alan Lennon
Purpose	To share with Board members a record of the previous meeting of the RQIA Board.
Executive Summary	The minutes contain an overview of the key discussion points and decisions from the Board meeting on 14 May 2015.
FOI Exemptions Applied	None
Equality Impact Assessment	Not applicable
Recommendation/ Resolution	The Board is asked to <b>APPROVE</b> the minutes of the Board meeting of 14 May 2015.
Next steps	The minutes will be formally signed off by the Chairman and will be uploaded onto the RQIA website.

## PUBLIC SESSION MINUTES

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**RQIA Board Meeting**  
**Boardroom, 9<sup>th</sup> Floor, Riverside Tower, Belfast**  
**14 May 2015, 12.45pm**

### **Present**

Dr Alan Lennon OBE (Chair)  
Seamus Magee OBE  
Norman Morrow  
Patricia O'Callaghan  
Denis Power  
Lindsey Smith  
Mary McColgan OBE  
Robin Mullan  
Sarah Havlin  
Dr John Jenkins CBE

### **Officers of RQIA in attendance**

Glenn Houston (Chief Executive)  
David Stewart (Director of Reviews and Medical Director)  
Maurice Atkinson (Director of Corporate Services)  
Kathy Fodey (Director of Regulation and Nursing)  
Theresa Nixon (Director of Mental Health, Learning Disability and Social Work)  
Stuart Crawford (Planning & Corporate Governance Manager)  
Malachy Finnegan (Communications Manager)  
Hayley Barrett (Board and Executive Support Manager)

### **Apologies**

Stella Cunningham  
Gerry McCurdy  
Daniel McLarnon

### **1.0 Agenda Item 1 - Welcome and Apologies**

1.1 The Chairman welcomed all Board members and officers to the meeting. Apologies were noted from Mrs Stella Cunningham, Mr Gerry McCurdy and Mr Daniel McLarnon.

### **2.0 Agenda Item 2 - Minutes of the meeting of the Board held on 25 March 2015 (min/Mar15/public)**

2.1 Board members **APPROVED** the public session minutes of the Board meeting held on Wednesday 25 March 2015.

### **3.0 Agenda Item 3 - Matters arising from minutes**

3.1 Board members noted that all actions, except 34, 89 and 91, are now complete.

3.2 The Chief Executive provided an update in relation to action 93, RQIA Savings Plan, and advised that DHSSPS has requested further information in relation to the plan.

- 3.3 Board members noted that updates in relation to RQIA recommendations following review report will be provided in Quarter 2.
- 3.4 In respect of action 89 the Chief Executive advised that the issues arising from the Board visit to the Shannon Clinic will be drawn to the attention of the Belfast Health and Social Care Trust in the first instance. RQIA will offer to assist the Trust in any action it intends taking in respect of changes of admissions and discharges, transfer of patients between the Unit and prisons.
- 3.5 The Director of Mental Health and Learning Disability services will arrange a briefing session for Board members in respect of aspects of forensic psychology, with particular reference to diagnoses.
- 3.6 It was noted that an RQIA inspection was ongoing at the time of the visit and that the inspection report will be published in due course.
- 4.0 Agenda Item 4 - Declaration of Interests**
- 4.1 The Chairman asked Board members if, following consideration of the agenda items, any interests were required to be declared in line with Standing Orders. Sarah Havlin declared interest in respect of her involvement in the Serious Adverse Incidents review role with the HSC Board. The Chairman noted that, if necessary, this would be addressed later in the meeting.
- 5.0 Agenda Item 5 - Chairman's Report (A/04/15)**
- 5.1 The Chairman invited comments on his report from Board members.
- 5.2 The Chairman informed Board members that on 6 May 2015 he attended a meeting, accompanied by the Director of Reviews and Medical Director, with Mr Pedro Delgado from the Institute of Health Improvement. The Chairman advised that this meeting was very useful and suggested further engagement with the Institute of Health Improvement, particularly with regard to the Triple Aim prototypes in the Belfast and South Eastern HSC Trusts.
- 5.3 The Chairman advised Board members that on 13 May 2015 he attended and presented at the IHCP Annual meeting, the presentation included the future of RQIA, quality assurance, quality improvement, rating systems and changes to the Fees and Frequency legislation. The Chairman advised that this was all well received by the audience.
- 5.4 The Chairman informed Board members that annual appraisals and discussions in relation to the reappointment of Board members will be arranged by the Board and Executive Support Manager.
- 5.5 Resolved Action (94)  
The Board and Executive Support Manager to arrange annual appraisals for Board members.**

- 5.6 The Chairman reminded Board members that the Board workshop on 11 June 2015 will be in Cultra Manor and will be used to discuss three areas i.e. positioning of RQIA, internal capacity and capability and use of ICT / data.
- 5.7 The Chairman advised Board members that conversations will be led by a Board member and a member of the Executive Management Team. The Chairman informed Board members that a pre-meeting will be arranged for nominated Board members and Directors to discuss and prepare for the Board workshop; it is anticipated that Quintin Oliver will be in attendance for the theme relating to positioning of RQIA.
- 5.8 **Resolved Action (95)**  
**The Board and Executive Support Manager to arrange a pre-meeting with the Chairman, Chief Executive, nominated Board members, Directors and Quintin Oliver to discuss and prepare for the Board Workshop, 11 June 2015.**
- 5.9 The Board NOTED the Chairman's Report.
- 6.0 **Agenda Item 6 – Chief Executives Report (B/04/15)**
- 6.1 The Chief Executive invited comments on his report and highlighted to Board members the review of the Regulation Directorate structures and the intention to go forward with a revised structure based on three as opposed to four Heads of Programme.
- 6.2 The Director of Regulation and Nursing informed Board members that the Regulation Directorate will enhance the structure at Band 8A level to strengthen quality assurance. The Director of Regulation and Nursing also advised that an evaluation of the working arrangements will be conducted to ensure it is working positively.
- 6.3 The Chief Executive advised Board members that an inspectors post within the Mental Health and Learning Disability Directorate has been filled temporarily. Vacancy Controls are currently in place to review all vacancies against the 3% savings plan.
- 6.4 The Chief Executive updated Board members that Sysco has underestimated development time for the iConnect Web Portal and have provided a revised date of November 2015. It is anticipated that the Project Manager will remain until the system is live; this is subject to approval of a business case.
- 6.5 A Board member suggested a change in format of the Chief Executive's Report to ask the question what has been the impact of the programme of work in regulation, reviews, MHL and quality improvement. The Chief Executive informed Board members that the format of the report was previously changed to highlight risks; however he welcomed suggestions to amend the format further.

- 6.6 A Board member asked if there was feedback in relation to the RQIA 10<sup>th</sup> Anniversary Staff Celebration Day. The Chief Executive informed Board members that there was an excellent turnout, positive feedback in relation to the Choir and guest speakers and the evaluation survey results will be shared with the Chairman after Friday 15 May 2015.
- 6.7 The Board **NOTED** the Chief Executive's report.
- 7.0 **Agenda Item 7 – Director of Regulation and Nursing's Report (C/04/15)**
- 7.1 The Director of Regulation and Nursing introduced her report and informed Board members that it is an end of year summary; no enforcement activity is included.
- 7.2 The Director of Regulation and Nursing informed Board members that two enforcement panels will meet in the afternoon to consider the registration of two establishments. Board members will be updated on the outcome of these panels at the Board meeting on 9 July 2015.
- 7.3 **Resolved Action (96)**  
**The Director of Regulation and Nursing will provide an update in relation to two enforcement panels at the Board meeting on 9 July 2015.**
- 7.4 The Director of Regulation and Nursing informed Board members that there has been an increase in enforcement activity following the introduction of the new enforcement policy and procedure in 2013/14.
- 7.5 A Board member queried if there were any identified themes around nurse availability as it is perceived by some providers that RQIA is not concerned with the shortages of nurses in nursing and residential care sectors, as it is not reflected in inspection reports.
- 7.6 The Director of Regulation and Nursing advised that nurse staffing levels have been identified as a significant concern over the last year and she has written to the Chief Nurse to ensure student places are not reduced and to request funding to run the Nurse Managers course with the Royal College of Nursing.
- 7.7 A Board member requested information on the nursing workforce review. The Director of Regulation and Nursing advised that this information will be included in the next Board report presented on 9 July 2015.
- 7.8 **Resolved Action (97)**  
**The Director of Regulation and Nursing will include reference to the nursing workforce review in the next Board report presented on 9 July 2015.**

- 7.9 Board members **NOTED** the Director of Regulation's report.
- 8.0 Agenda Item 8 – Key Performance Indicators (KPIs) (D/04/15)**
- 8.1 The Director of Corporate Services introduced his paper to Board members and welcomed comments.
- 8.2 Board members welcomed the proposed introduction of this new suite of monthly KPIs.
- 8.3 A Board member asked if the cost/benefit of producing the KPIs had been considered. A number of Board members made suggestions for additional KPIs and the Chairman indicated that the KPI in relation to Failure to Comply Notices was not what he had originally suggested as an indicator. A Board member asked how these new KPIs fitted with other information provided regularly to the Board.
- 8.4 The Chief Executive advised Board members that the key performance indicators need to be tested and it is likely they will evolve over time.
- 8.5 Following discussion it was agreed that, subject to some revision, the 15 KPIs provided a useful starting point and would be reported to the Board from July onwards.
- 8.6 Board members **NOTED** and **APPROVED** the Key Performance Indicators (KPIs) subject to further discussion.
- 9.0 Agenda Item 9 – New MHL D Inspection Methodology (E/04/15)**
- 9.1 The MHL D Senior Inspector, Rosaline Kelly joined the meeting.
- 9.2 The Director of Mental Health, Learning Disability and Social Work informed Board members that the Board paper and presentation set out the proposed changes to the MHL D Inspection Methodology.
- 9.3 The Director of Mental Health, Learning Disability and Social Work informed Board members the current inspection methodology required improvement. Following consultation with other UK Regulators and the emerging needs of regulation the development of the new MHL D Inspection Methodology has been presented.
- 9.4 The new MHL D Inspection Methodology is proposing to follow the theme of "Patient Centred Care", demonstrate safe, effective and compassionate care, stop self-assessments, request increased information from third parties, change the report format and include a quality rating system with four domains; excellent, good, requires improvement and does not meet minimum standards.
- 9.5 Board members recommended that the new inspection methodology is piloted and evaluated. The Director of Mental Health, Learning Disability and Social Work informed Board members that a formal evaluation will

be conducted in February 2016.

- 9.6 Board members queried the quality assurance process within MHL D. The MHL D Senior Inspector advised that there is a peer review process within MHL D Directorate. Board members recommended that this is included in appendix 1.
- 9.7 Board members congratulated the Director of Mental Health, Learning Disability and Social Work on the work that MHL D have put into the new inspection methodology.
- 9.8 Following proposed amendments, Board members **APPROVED** the new MHL D Inspection Methodology.
- 10.0 Agenda Item 10 – MHL D Overview / Performance Report (F/04/15)**
- 10.1 The Director of Mental Health, Learning Disability and Social Work introduced the MHL D Overview / Performance Report to all Board members.
- 10.2 The Director of Mental Health, Learning Disability and Social Work informed Board members that there have been 13 letters of concern, four letters of escalation and five improvement notices issued in 2014/15.
- 10.3 The Director of Mental Health, Learning Disability and Social Work noted that there has been a 112% increase in serious adverse incident notifications received and the number of prescribed forms has increased from 6,000 to over 10,000.
- 10.4 The Director of Mental Health, Learning Disability and Social Work informed Board members that the MHL D team undertook a review of the use of restricted practice, physical health needs of mental health patients, administration of electro convulsive therapy (ECT) access to psychological therapies and the implementation of safeguarding recommendations by trusts since the RQIA review in 2012.
- 10.5 A Board member requested information on the number of young people admitted to adult wards. The Director of Mental Health, Learning Disability and Social Work advised that an increase has been noted in relation to this and found that 14 of the young people were 17 / 17 ½ year olds. The Director of Mental Health, Learning Disability and Social Work has brought this matter to the attention of the HSC Board.
- 10.6 Board members **NOTED** the MHL D Overview / Performance Report.

**11.0 Agenda Item 11 – Finance Report (G/04/15)**

- 11.1 The Director of Corporate Services informed Board members that RQIA is forecasting breakeven at year end.
- 11.2 The Director of Corporate Services informed Board members that the Chief Executive, Head of Finance and Chair of Audit Committee will meet in the afternoon of 14 May 2015, to discuss the draft final accounts. The Director of Corporate Services advised Board members of a £500 underspend in the financial year 2014/15.
- 11.3 Board members **NOTED** the Finance report.

**12.0 Agenda Item 12 – Corporate Performance Report (Q4 2014/15) (H/04/15)**

- 12.1 The Director of Corporate Services introduced the Corporate Performance Report up to the end of Quarter 4 2014-15 to all Board members.
- 12.2 The Director of Corporate Services informed Board members that nine actions are in exception and will be carried forward into 2015/16.
- 12.3 Board members **NOTED** the Corporate Performance Report (Q4 2014/15)

**13.0 Agenda Item 13 – Audit Committee Business (I/04/15)**

- 13.1 The Chair of the Audit Committee informed Board members that the minutes from the Audit Committee meeting held on 26 February 2015 were approved by Committee members on 23 April 2015.
- 13.2 The Chair of the Audit Committee advised Board members that actions 285 and 287 are now complete and action 286 is ongoing. A further horizon scanning exercise is due to take place on 20 May 2015.
- 13.3 The Chair of the Audit Committee informed Board members that Internal Audit provided an update to advise that all audits are completed. The Internal Audit Plan 2015/16 was discussed prior to and during the meeting. The Chair of Audit Committee advised that the draft Governance Statement was presented and Committee members are satisfied of the assurances provided.
- 13.4 The next Audit Committee meeting will be on 25 June 2015.
- 13.5 Board members **NOTED** the Audit Committee Business.
- 14.0 Agenda Item 14 - Any Other Business**
- 14.1 As there was no further business the Chairman brought the public session of the Board to a close at 1.35pm.



**Date of next meeting:**

**Thursday 9 July 2015, RQIA Boardroom**

Signed

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Dr Alan Lennon  
Chairman

Date

 21st July 2015  
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**Board Action List**

<b>Action number</b>	<b>Board meeting</b>	<b>Agreed action</b>	<b>Responsible Person</b>	<b>Date due for completion</b>
34	14 November 2014	A paper on the implementation of RQIA recommendations following Review Reports will be provided to Board meeting.	Chief Executive	14 May 2015
89	25 March 2015	The Director of Mental Health, Learning Disability and Social Work will arrange a workshop to discuss the issues arising from the visit to the Shannon Clinic.	Director of Mental Health, Learning Disability and Social Work	14 May 2015
91	25 March 2015	An update on the preparations for the new hospital inspection programme to be presented to Board members at a future meeting.	Director of Reviews and Medical Director	June / July 2015
93	25 March 2015	The Director of Corporate Services to revise the Savings Plan 2015-16 taking account of comments from Board members and the letter sent to the Permanent Secretary from the Chairman on 18 February 2015 and submit the Plan to DHSSPS by 31 March 2015.	Director of Corporate Services	31 March 2014
94	14 May 2015	The Board and Executive Support Manager to arrange annual appraisals for Board members.	Board and Executive Support Manager	Ongoing
95	14 May 2015	The Board and Executive Support Manager to arrange a pre-meeting with the Chairman, Chief Executive, nominated Board members, Directors and Quintin Oliver to discuss and prepare for the Board Workshop, 11 June 2015.	Board and Executive Support Manager	11 June 2015
96	14 May 2015	The Director of Regulation and Nursing will provide an update in relation to two enforcement panels at the Board meeting on 9 July 2015.	Director of Regulation and Nursing	9 July 2015

97	14 May 2015	The Director of Regulation and Nursing will include reference to the nursing workforce review in the next Board report presented on 9 July 2015.	Director of Regulation and Nursing	9 July 2015
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