

MINUTES

RQIA Board Meeting
Board Room, 9th Floor, Riverside Tower, Belfast
2 September 2010, 2:00pm

Present

Ian Carson (Chairman)
Richard Adams
Geraldine Donaghy
Lilian Jennett
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)

Apologies

Ruth Laird
Allen McCartney

Apologies

David Stewart (Director of Service Improvement)

PUBLIC SESSION

10.105 Welcome and Chairman's Remarks

10.105.1 The Chairman welcomed Board members and Officers of the Board to the meeting. He noted apologies from Board members Ruth Laird and Allen McCartney and from Officer of the Board David Stewart.

10.106 Minutes of the meeting of the Board held on Thursday 8 July [Paper min/Jul/10]

10.106.1 The Board **APPROVED** the minutes of the Board meeting held on 8 July.

Resolved Actions

- **Minutes to be formally signed off by the Chairman**

10.107 Matters arising from minutes

10.86.2 Financial Outlook

10.107.1 The Chairman noted that the gap analysis had been completed by the Executive Team in advance of the extraordinary meeting of the Board which took place on 17 August.

10.92.2 Capital Investment Programme

10.107.2 The Chairman asked if there was an update regarding

videoconferencing. The Director of Corporate Services advised that it had been included provisionally, but, having taken into consideration the views of Board members, as expressed previously, this was no longer a priority.

10.93.4 RQIA Staff Survey

- 10.107.3 The Director of Corporate Services informed the Board that he had received a quotation for further work to compare RQIA's survey outcomes with other organisations across the HSC. He explained that, taking into account the size and type of the other organisations surveyed, such an exercise would not be representative as it would not compare like with like. He added that the cost, £1,200 (plus VAT), would not represent value for money.

10.95.4 Publication Scheme

- 10.107.4 The Committee Services Manager advised that from November 2010, the template for RQIA Board papers would be amended to include a section on FOI considerations.

10.108 Declaration of Interests

- 10.108.1 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.

10.109 Chairman's report - Chairman [Paper D/05/10]

- 10.109.1 The Chairman presented his report to the Board and made reference to some of the key meetings he had attended. He began by saying that he had attended a NICON meeting and gave an overview of the current issues facing NICON.
- 10.109.2 The Chairman advised the Board that he, along with the Chief Executive and Virginia McVea, Human Rights Advisor, had held a useful meeting with Robin Masefield, the Director General of the Northern Ireland Prison Service.
- 10.109.3 The Chairman told the Board that he had his appraisal meeting with the Chief Medical Officer at the end of August. He said that the CMO had advised that the Minister will continue to take an active interest in RQIA's work. With regard to the financial situation, the CMO had advised that RQIA was not deemed to be a frontline service and would be expected to make savings in accordance with the requirements of all other arms length bodies.
- 10.109.4 The Chairman advised that he had discussed the current Board vacancies with the CMO and that the situation would be reviewed at a later stage. Finally the Chairman advised that the CMO had

indicated that there had not been a review initiated into arms length bodies in Northern Ireland, but this may be done at a later stage.

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

10.110 Chief Executive's Report - Chief Executive [Paper E/05/10]

10.110.1 The Chief Executive began by outlining some of the key meetings he had attended since the previous Board meeting. He made reference to a visit from Peter Higson, the Chief Executive of Healthcare Inspectorate Wales (HIW) and he noted that HIW were experiencing similar issues to RQIA across a range of areas.

10.110.2 The Chief Executive moved on to update on progress in respect of thematic and governance reviews and noted that it was important for RQIA to complete its reviews in accordance with the planned schedule. The Chief Executive advised that a Project Review Steering Group had been established and that all reviews would be subject of post project evaluations.

10.110.3 The Chief Executive advised that there had been three new members of staff appointed but, due to the moratorium on recruitment, no vacancies were currently being advertised.

10.110.4 The Chief Executive informed the Board that a series of roadshows highlighting the work of the mental health and learning disability team were being planned and that dates would be provided to Board members who may be interested in participating in these meetings.

10.110.5 The Chief Executive concluded his report by giving an update on quality assurance issues and noted the survey of complaints which was being conducted.

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

10.111 Finance Report - Director of Corporate Services [Paper F/05/10]

10.111.1 The Director of Corporate Services presented the Finance Report as at 30 June 2010. He advised that there is a forecast deficit of £108k but he added that as at 31 July 2010 this had reduced to £91k. He added that the situation was being kept under scrutiny and measures were being taken to reduce the deficit further.

10.111.2 A Board member asked if the increase in VAT had been taken into consideration in the projected figures. The Director of Corporate Services explained that there was some contingency built into the projections but agreed to confirm if this was the case.

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

10.112 Corporate Performance Report - Director of Corporate Services [Paper G/05/10]

10.112.1 The Director of Corporate Services explained to Board members that the Corporate Performance Report was the first report in the new format and introduced the RAG (red/amber/green) rating system. He added that as at 30 June 2010, 0% of the actions in the Business Plan had a red rating, 24% had an amber rating and 76% had a green rating.

10.112.2 The Director of Corporate Services went on say that each action within the Business Plan was reported on separately within the body of the report and there were exception reports in respect of any actions rated red or amber. He added that the new format is easier to navigate and has a greater visual impact than the previous format.

10.112.3 The Chairman noted progress made in developing the new report format and added that he had found it easy to follow. He invited queries from Board members about the content of the report.

10.112.4 A Board member asked about the low percentage of standard criteria assessed as partially achieved or above for day care centres. The Director of Operations explained that many of the issues were registration issues and that some facilities had been registered with conditions, mainly around estates issues.

10.112.5 Board members were pleased with the new report and offered their congratulations to the team involved in producing it. A Board member asked if this report was easier to compile than the previous one. The Director of Corporate Services noted that the first report had taken time to compile but he was confident that with the format now being established, future reports would be less resource intensive.

10.112.6 A Board member asked about the weighting of the objectives and if some were more difficult to achieve than others. The Director of Operations suggested that each objective could be linked to at least one of the four core activities and, as such, they all had a bearing on the achievement of the objectives set out in the Corporate Strategy.

10.112.7 The Board **NOTED** the Corporate Performance Report.

10.113 Complaints Policy and Procedure - Director of Quality Assurance [Paper H/05/10]

10.113.1 The Director of Quality Assurance advised the Board that following the June workshop, the feedback received on the draft Complaints Policy had been incorporated into the final draft policy, in addition to comments received from RQIA staff. She invited questions from Board members on the final draft.

- 10.113.2 A Board member sought clarity on the time interval of 15 days for a Director/Head of Programme to report back to the Complaint Panel. It was explained that this was to give sufficient time for the relevant staff to gather information and to allow time for up to two meetings before compiling a report for the Panel.
- 10.113.3 A Board member asked if there was provision within the policy for the Panel to obtain legal advice. The Director of Quality Assurance said that this could be obtained as and when necessary.
- 10.113.4 The Chief Executive advised the Board that a lot of work had been put into the updated draft Policy and that it brought RQIA's processes into line with the wider HSC. It was noted that the policy would be reviewed in six months.
- 10.113.5 A Board member said that the policy was well grounded in the learning from previous complaints and was a very useful document.
- 10.113.6 The Board **APPROVED** the RQIA Complaints Policy and Procedure.
- 10.114 Annual Progress Report 2009/10 on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006- Director of Corporate Services [Paper I/05/10]**
- 10.114.1 The Director of Corporate Services presented the annual equality report to the Board and advised that RQIA was required to produce this report for the Equality Commission. He added that the report reflected work undertaken by the Equality Unit at BSO on behalf of RQIA and other organisations as well as work specific to RQIA itself. The Director of Corporate Services gave an overview of the key points in the progress report.
- 10.114.2 The Director of Corporate Services advised the Board that RQIA is currently developing an audit of inequalities as part of a new Equality Scheme to be developed by April 2011. He added that other key equality-related activities during 2009/10 included an EQIA on mental health, ongoing screening of RQIA policies, the prioritisation matrix developed as part of the review programme, the staff survey and initiatives with organisations such as VOYPIC and ARC. He also made reference to RQIA's Expert Advisory Panel and the Patient Experience Reviews.
- 10.114.3 The Chairman noted the work done and asked what feedback RQIA receives from the Equality Commission. The Director of Corporate Services advised that RQIA would only receive an acknowledgement of its report.
- 10.114.4 The Board **APPROVED** the annual progress report to the Equality Commission.

10.115 RQIA Information Governance - Additional Actions Stemming from the DHSSPSNI Reassessment of Data Protection Review - Director of Corporate Services [Paper J/05/10]

10.115.1 The Director of Corporate Services advised Board members that under new information governance requirements, RQIA was required to present the Board with a quarterly update on its information governance action plan. This was now a requirement following recent data losses in England and the need for organisations to review their own information risks.

10.115.2 A Board member asked about RQIA's Records Improvement Plan. The Director of Corporate Services explained that the actions contained within this report were additional to actions identified in the Records Management Action Plan. He explained that there were links with the ICT and Records Management Controls Assurance standards.

10.115.3 The Board **NOTED** the update on information governance.

10.116 Appointment of Responsible Officers - Chief Executive [Paper K/05/10]

10.116.1 The Chief Executive explained that RQIA was required to appoint a Responsible Officer under new legislation for HSC organisations coming into effect in October 2010. He advised that Dr David Stewart would assume this role for RQIA and that Dr Stewart was happy to discharge this function on behalf of RQIA.

10.116.2 The Board **APPROVED** the nomination of Dr David Stewart as Responsible Officer.

10.117 Mental Health and Learning Disability / Update on a Rights Based Approach - Director of Operations [Paper L/05/10]

10.117.1 The Director of Operations presented the updated mental health and learning disability report to the Board. He gave an overview of the serious adverse incidents (SAIs) recorded and explained that since 1 May 2010 all SAIs were reported to both RQIA and the HSC Board.

10.117.2 The Director of Operations advised that progress continues to be made on reducing the errors in prescribed forms and guardianship applications but there were still delays in receiving the forms. He said that meetings with Trust directors would be taking place in October and November.

10.117.3 Board members were advised that 29 patient experience reviews had taken place during the last quarter. It was further noted that the

Guardianship and Medical Panels were continuing to meet.

- 10.117.4 The Director of Operations told the Board that the CAMHS review had been completed and he hoped that a draft report would be ready for the October Board workshop. He said that the Expert Advisory Panel had met on 21 July but noted that there had been a low turnout. The Chair of the Panel agreed, but felt that the meeting had been useful.
- 10.117.5 The Director of Operations updated the Board on human rights initiatives. He told the Board that indicators were being developed which could be used in the regulated sector. He added that the Human Rights Advisor was working on an RQIA Prisons Strategy. He also added that a joint piece of work with Corporate Services around the centralisation of legal services had commenced.
- 10.117.6 The Director of Operations concluded his report by advising that RQIA has been asked to make presentations at various events over the coming months.
- 10.117.7 A Board member asked for further clarity on the reporting of SAIs. The Director of Operations explained that SAIs were reported to both RQIA and the HSC Board but that the HSC Board had the responsibility for follow up. However, RQIA logged the incidents and followed up with the HSC Board on issues as necessary and he cited one example where RQIA was concerned at the lack of information contained in an SAI form.
- 10.117.8 The Board **NOTED** the update on mental health and learning disability and human rights.


10.118 Any Other Business

- 10.118.1 A Board member proposed that the Board take time to consider issues to be raised at the meeting with the Permanent Secretary and the Chief Medical Officer on 14 October. The Chairman agreed that he would circulate an e-mail to members inviting suggestions.
- 10.118.2 A Board member suggested that at future meetings, RQIA staff who have compiled papers for the Board should be invited to present the papers as part of their personal development. The Chief Executive agreed to give consideration to this suggestion.
- 10.118.3 There was no other business and the Chairman drew the public session to a close at 3:40pm.

Paper min / Sept / 10

Date of next meeting:
Thursday 11 November 2010, Board Room, Holywell Hospital

Signed



Dr Ian Carson
Chairman

Date

11 Nov 2010