



## RQIA Board Meeting

Date of Meeting	21 May 2020
Title of Paper	Public Session Minutes
Agenda Item	1
Reference	Min/Mar20/public
Author	Hayley Barrett
Presented by	Prof. Mary McColgan
Purpose	To provide Board members with 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 19 March 2020
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 19 March 2020.
Next steps	The minutes will be formally signed off by the Chair.

## PUBLIC SESSION MINUTES

<p><b>RQIA Board Meeting</b>  <b>Boardroom, RQIA</b>  <b>19 March 2020; 10.30 am</b></p>	
<p><b>Present</b>  Prof Mary McColgan OBE (Acting Chair) <b>(MMcM)</b>  Patricia O’Callaghan <b>(POC)</b>  Robin Mullan <b>(RM)</b>  Denis Power <b>(DP)</b>  Gerry McCurdy <b>(GMcC)</b>  Seamus Magee OBE <b>(SM)</b>  Lindsey Smith <b>(LS)</b>  Sarah Havlin <b>(SH)</b>  Dr Norman Morrow OBE <b>(NM)</b></p>	<p><b>Officers of RQIA in attendance</b>  Olive Macleod (Chief Executive) <b>(OM)</b>  Dermot Parsons, Director of Assurance  Jennifer Lamont, Head of Business Support  Hayley Barrett (Business Manager) <b>(HB)</b></p> <p><b>Apologies</b>  Emer Hopkins, Acting Director of Improvement  Malachy Finnegan, Communications Manager (MF)  Lourda Geoghegan (Director of Improvement) <b>(LG)</b>  Lisa Lynn (Admin Supervisor)</p>

### 1.0 Welcome and Apologies

1.1 MMcC welcomed all members and Officers of the Board to this meeting. Apologies were noted from Dr Lourda Geoghegan, Emer Hopkins, Malachy Finnegan and Lisa Lynn. Board members shared their condolences to MF on the passing of his father.

### 2.0 Agenda Item 1 – Minutes of the public meeting of the Board held on Thursday 20 February 2020 and matters arising

2.1 MMcC advised Board members that actions 215 and 216 are completed. OM advised that no comments had been received from the Department of Health in relation to action 216.

2.2 Board members **APPROVED** the public minutes of the Board held on 20 February 2020.

### **3.0 Agenda Item 2 –Declaration of Interests**

3.1 MMcC asked Board members if, following consideration of the agenda items, any interests were required to be declared in line with Standing Orders. No declarations were made.

### **4.0 Agenda Item 3 – Acting Chair’s Report**

4.1 MMcC advised Board members that the symposium relating to the use of CCTV at Queen’s was well organised and there was good debate and discussion amongst attendees.

4.2 No meetings were recorded with Board member attendance since the last meeting.

4.3 Board members **NOTED** the Acting Chair’s Report.

### **5.0 Agenda Item 4 – Corporate Risk Assurance Framework Report**

5.1 JL advised that the Corporate Risk Assurance Framework Report was presented and approved by the Audit and Risk Committee on 5 March.

5.2 DP advised that the Audit and Risk Committee agreed that consideration to contingency planning and impact of coronavirus should be given and included as appropriate.

5.3 JL advised that an updated Corporate Risk Assurance Framework Report would be presented to the Audit and Risk Committee in May.

5.4 Board members **APPROVED** the Corporate Risk Assurance Framework Report.

### **6.0 Agenda Item 5 – RQIA Complaints Policy**

6.1 JL advised that the review of the RQIA Complaints Policy was a recommendation made by Internal Audit. JL advised that the policy was overly bureaucratic and timescales were being missed. JL informed Board members that the Policy has been revised in line with DoH Guidance issued in April 2019.

6.2 JL outlined the changes to include removal of the stage 2 process, flexibility in working and ability to stretch timescales in required and the appeals process has been removed.

6.3 MMcC queried the rationale relating to the removal of the appeals process. JL advised that the process was not serving value and that faults in the process were not normally identified. JL advised that the appeals process was to ensure the process had been followed and was not designed to reinvestigate the complaint.

- 6.4 JL informed Board members that her training on Complaints Investigation has been deferred. Training will be cascaded to relevant staff on a train the trainer basis.
- 6.5 SH advised that the RQIA Complaints Policy as presented is well written and is principles based. SH noted that including appeals is not mandatory.
- 6.6 POC stated that on page six there is reference to 'options available', these options should be listed. JL advised that this would be amended.
- 6.7 JL advised that BSU centrally record all correspondence addressed to the Chief Executive, including complaints. iConnect records all information relating to concerns that are raised via the duty desk.
- 6.8 DP suggested that the final approval of this policy is deferred to the May meeting of the Board and should be presented to the May meeting of the Audit and Risk Committee first.
- 6.9 Board members **DEFERRED** the approval of the RQIA Complaints Policy.
- 6.10 **Resolved Action (217)**  
**The RQIA Complaints Policy to be presented for approval at the Audit and Risk Committee on 7 May 2020.**
- 6.11 **Resolved Action (218)**  
**The RQIA Complaints Policy to be presented for approval at the Board meeting on 21 May 2020.**
- 7.0 **Agenda Item 6 – Audit Committee Business**
- 7.1 DP, Audit and Risk Committee Chair, informed Board members of the approved minutes of the Audit and Risk Committee meeting of 17 October 2019.
- 7.2 Board members **NOTED** the approved minutes of the Audit and Risk Committee meeting on 17 October 2019.
- 7.3 DP provided a verbal update of the meeting on 5 March 2020. DP advised that the Audit Action Plan was presented, highlighting that 11 out of 29 recommendations were fully implemented, 17 on target for completion and one is behind target.
- 7.4 DP noted that Horizon Scanning was completed on 20 February with the Board and Executive Team and this was shared with the Audit and Risk Committee.
- 7.5 DP advised that the Assurance Directorate Risk Register was shared with the Audit and Risk Committee for noting.
- 7.6 DP informed Board members that there were two audits presented Financial Audit 2019/20 and Inspections – Follow up 2019/20. Both audits received a

satisfactory level of assurance and no priority one recommendations were made.

- 7.7 DP advised Board members that the External Audit Strategy 2019/20 was presented to the Audit and Risk Committee.
- 7.8 DP informed Board members that the Audit and Risk Committee approved the write-off of debt, approximately £900 and that the Direct Award Contracts were approved.
- 7.9 Board members **NOTED** the Verbal Update of the Audit and Risk Committee meeting of 5 March 2020.

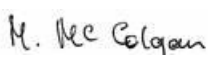
**8.0 Agenda Item 7 – Chief Executive’s Report**

- 8.1 OM provided an update to Board members in relation to Four Seasons Health Care. OM advised that 14 homes in Northern Ireland are leased. RQIA met with the new Chief Executive and Operations Officer of Four Seasons Health Care who are committed to working with RQIA.
- 8.2 OM advised that due to the coronavirus pandemic, the recovery plan is currently paused. RQIA continue to take a risk based approach to inspection and respond to specific concerns.
- 8.3 OM informed Board members that she awaits a letter from the Permanent Secretary in relation to reducing RQIA functions during the pandemic. No information was provided about reduction to functions or the impact of COVID 19. OM was scheduled to attend teleconference with DH following Board meeting.
- 8.4 Board members **NOTED** the Chief Executive’s Update.

**9.0 Agenda Item 8 – Any other business**

- 9.1 DP advised that he would liaise with HB in relation to a teleconference for the next Audit and Risk Committee meeting. DP noted that all governance requirements should continue during the pandemic.
- 9.2 MMcC thanked Board members and Officers for their attendance and contribution and brought the meeting to a close.

**Date of next meeting:  
21 May 2020**



Signed   

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**Professor Mary McColgan  
Acting Chair**

Date 21 May 2020

## Board Action List

Action number	Board meeting	Agreed action	Responsible Person	Date due for completion	Status
217	19 March 2020	The RQIA Complaints Policy to be presented for approval at the Audit and Risk Committee on 7 May 2020.	Business Manager	7 May 2020	
218	19 March 2020	The RQIA Complaints Policy to be presented for approval at the Board meeting on 21 May 2020.	Business Manager	21 May 2020	

### Key

Behind Schedule	
In Progress	
Completed or ahead of Schedule	