

PUBLIC SESSION
RQIA Authority Meeting
Thursday 20 October 2022 at 11:37am
Via MS Teams

<p>Present: Christine Collins MBE (Chair) (CC) Stuart Elborn (SE) Jacqui McGarvey (JMcG) Neil Bodger (NB) Bronagh Scott (BS) Suzanne Rice (SR)</p> <p>Apologies: Lynn Long (LL) Malachy Finnegan (MF) Francis Rice (FR) Paul Cummings (Financial Advisor, Associate, Leadership Centre) (PC)</p>	<p>RQIA Staff in Attendance: Briege Donaghy (Chief Executive) (BD) Jacqui Murphy (Acting Head of Business Support Unit) (JM) Emer Hopkins (Director of Hospital Services, Independent Healthcare, Reviews and Audit) (EH) Elaine Connolly (Director of Adult Care Services) (EC) Karen Harvey (Professional Advisor, Social Work / Project Lead for Assurance) (KH) Siobhan Crilly, Business Support Officer (SC)</p>
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1.0 Agenda Item 1 - Welcome and Apologies

- 1.1 The meeting commenced at 11.37am.
- 1.2 Apologies were noted from: Lynn Long (LL), Malachy Finnegan (MF), Francis Rice (FR) and Paul Cummings (PC).

2.0 Agenda item 2 - Minutes of the Meeting of the Authority held on 7 July 2022 and Matters Arising

- 2.1 CC confirmed that actions 252 has been completed.
- 2.2 Matters arising: BD noted word omitted from Action 253 to be amended: The Five Year **Equality** Action Plan should be aligned to the new Draft Strategic Plan, to enable common reporting across the two documents
- 2.3 Authority members **Approved** the Minutes of 15 September July 2022 meeting.

3.0 Agenda Item 3 - Declaration of Interests

- 3.1 CC updated her previous declaration of interest as she is no longer Chair of the Patient Client Council (PCC)
- 4.0 **Agenda Item 4 - Chair's Business: Verbal Update**
- 4.1 **Chair's Confidential Brief**
- Appointment of Chair
 - Public Appointments Process: Authority Members
- 4.2 CC Informed members that she had been appointed substantive Chair of RQIA Authority.
- 4.3 CC Provided an update on the Public Appointments Process for Authority Members. CC noted that 27 applications had been received. CC also advised that the current Authority Member's appointments were extended to 31 January 2023.
- 4.4 CC recognised that we are facing a difficult future; winter pressures, financial pressures, workforce pressures and we need to position ourselves to make the best progress.
- 5.0 **Agenda Item 5: Members Activity Report**
- 5.1 CC acknowledged how much work the Authority members have been involved in over last six months covering a breadth of areas. CC asked for any comments.
- 5.2 SR commented on the work conducted by the BARC and achieving a lot and feeding significantly into RQIA. Project areas such as workforce and recruitment processes and moving forward with strategic objectives.
- 5.3 NB advised he was content with how ARAC was moving forward in particular within audit and risk management.
- 5.4 CC advised that the children's consultation relating to the publication of Children's reports on the RQIA website closed today at 5pm. CC commented that this had been a useful exercise and that the participation of Authority members in some of the discussions had been very useful.
- 5.5 JMcG advised that she had attended an on line session and was impressed with the open and honest discussion conducted and how the RQIA staff engaged directly with attendees at times using 'chat' function within MS teams to respond to queries on line and arranging follow up with attendees as required.
- 5.6 CC observed that the consultation was pitched right, listening as well as informing, demonstrating a two way process and providing safe space for discussions to unfold.

6.0 Agenda Item 6: Chief Executive's Report – Verbal update

- Chief Executive's Regulatory and Performance Report: Verbal Update
 - Home Truths Stock-Take
- 6.1 BD advised on the Review of Quality and Safety of Maternity Services in Northern Ireland and highlighted that safety and culture was a key component within it. Inspections will commence in November and review finding will be published in spring. BD would provide updates on progress with this review to Authority Members.
- 6.2 BD also noted the Ockenden Report published in April 2022 and further recent publications on maternity issues in Kent, England.
- 6.3 BD advised that the Muckamore Abbey Hospital (MAH) inspection report was published on the RQIA website 19 October 2022. The inspection was conducted in July and early August 2022. BD also noted the Minister's announcement that the future role of MAH is under consideration. Patient numbers are to be reduced and a resettlement timetable will be put in place.
- 6.4 BD advised of the current regulatory activities and that all information on enforcement within care homes is available on the RQIA website. Physical Inspections continue with the majority being unannounced. Care homes continue to submit daily information relating to COVID-19 and other related information. BD advised that decisions in relation to care homes inspections are carefully considered and risk based, proportionate to the information available to us. RQIA continue to listen to service user and families and staff within care homes and provide service user questionnaires.
- 6.5 BD advised that fulsome responses continue to be provided to media enquiries and Freedom of Information requests and in regard to Subject Access Requests and media requests etc appropriate consent is ensured
- 6.6 BD provided an update in relation to ongoing Public Inquiries. RQIA continue to develop the team working on the Muckamore Abbey Hospital Inquiry (MAHI) and continue to submit information, as a core participant, to support the Inquiry process. RQIA are reviewing the current legal services that support MAHI and will update the Authority Members on our progress. In recent weeks the MAHI has been taking testimonials from service users and families.
- 6.7 The COVID -19 Public Inquiry preliminary hearings have commenced, chaired by the Right Honourable Baroness Heather Hallet DBE. The Inquiry's second investigation Hearing Module 2 (Northern Ireland) commences on Wednesday 2 November. RQIA are not core participant in this Module of the Inquiry but we will need to reconsider this position as Inquiry moved forward. RQIA will support the Inquiry and provide evidence as required.
- 6.8 BD noted that the Urology Public Inquiry chaired by Christine Smith KC had been collecting private testimonials over the summer period. The intent is to have open public meetings from November 2022. RQIA will support this Inquiry and contribute to it as required.

- 6.9 BD advised that we are making good progress in relation to recruitment however winter pressure, financial pressure s and potential industrial action will all impact on RQIA capacity and activity.
- 6.10 BD informed members that Dr Richard Wright was leaving RQIA at the end of October and that on 21 October a small leaving event was organised, BD invited members of the Authority to this event.
- 6.11 CC thanked Dr Wright for his contribution to RQIA, and for providing his expertise to support RQIA over the years. She wished him on behalf herself and other Authority Members, and RQIA as a whole, the very best in his future career.
- 6.12 BD informed members that the Children's consultation on the proposed plan to publish the children's inspection reports on to the RQIA website is closing today 20 October at 5pm. Consultations findings will be shared with the Authority. The draft Strategic Plan 2022-2027 consultation commenced on 18 October with other virtual sessions confirmed. Face to face events are being organised through November and RQIA is reaching out to disability groups/networks to ensure effective participation. Bespoke events for particular groups will be held on request. The consultation closes on 17 November at 5pm. All relevant documents can be found on the RQIA website.
- 6.13 **Home Truths Stock-Take**
BD said that as part of developing opportunities for involvement and shaping how RQIA moves forward, a stakeholder involvement event is being held on the morning of Wednesday 23 November at Belfast Castle. The aim of the event is to explore ways of improving how we listen to and reflect service user experience and families experience in our [inspections](#) and inspection reports. This demonstrates our commitment to progressing the recommendations from the COPNI Home Truths Report.
- 6.14 CC noted that COPNI Commissioner Eddie Lynch was unable to accept our invitation to attend the Authority meeting due to work commitments. RQIA will continue to meet and work with the Commissioner and his representatives. CC recognised that the COPNI Home Truths Report was a seminal report, ground-breaking in many respects. CC paid credit to the staff within RQIA for ongoing commitment the improvement journey it had initiated.
- 6.15 CC thanked KH in her continued engagement work with COPNI to develop a positive relationship. RQIA's Stocktake Report is the next step of many steps to come and it will be published on the RQIA website shortly. The consultation currently ongoing on the draft Strategic Plan 2022 -2027 demonstrated how RQIA intend to move forward in the coming years. CC recognised the importance of the stakeholder involvement event being held on the 23 November, as it provides RQIA with an opportunity to engage with and listen to service users and families and other stakeholders; and to use the output in planning the way forward.

- 6.16 NB recognised that a Registration Improvement Project Group had been established to streamline the process of registration and this work continues. NB discussed if there was a requirement to have an internal rating system or risk rating for what inspectors are finding when inspecting providers to assist in trends analysis.
- 6.17 BD agreed with NB on the need to have continuity and consistency in how providers are inspected. A risk rating “scheme” would be an internal tool to inform the RQIA inspection processes. People’s experience of service could be captured to form part of the rating matrix; with changes/trends identified to shape the Inspection process. BD commented that the upgrading of iconnect system which supports regulatory work will assist us to extract more intelligence from data that we already have captured
- 6.18 NB agreed that we have so much quantitative information but we also need to have qualitative, human information to inform our work.
- 6.19 SE asked about developing systems to interrogate the narrative information we have, and to link in with other specialist sources- for example Care Opinion.
- 6.20 BD advised that RQIA have engaged with Care Opinion and continue to do so. Care Opinion and the PHA’s 10k Voices Team are directly involved in the current Maternity Services Review.
- 6.20 CC agreed that there is rich narrative information available to inform our own processes and help identify strength and weaknesses within services. CC encouraged continued engagement with Care Opinion, and asked if RQIA could yet formally “sign up” as a participant. BD said that formal sign up would require RQIA to have systems and capacity to interrogate the information available, and this would be better deferred until after the IT upgrade.
- 6.21 ND commented that we have an opportunity for transposition of historical information which can inform the future and this will enable us to be more proactive rather than reactive. Trend analysis can indicate what is going to happen.

7.0 Agenda Item 7: Financial Performance Report (Month 5)

- 7.1 BD informed the group that Mr Paul Cummings was not available to provide a verbal update and that she would provide this. BD advised we are on track for breakeven position this year. As of 31 August there is a surplus of £200,000 which is approximately £100,000 more than our planned budget for this period. Non-recurring spend has been utilised for pressure areas; Bank Staff and Associates. RQIA is carrying out a full mid-year review with all budgets holders. This will enable a detailed year end projection to be included into the Month 6 report.
- 7.2 Overall the Authority Members commented that the new format of reporting was very helpful.

- 7.3 BD advises that the Medical Leads and responsible individual role is expanding. BD noted there is a modest over and underspend in the Directorates.
- 7.4 NB noted that the income from registration fees was down £34,000 from same time last year and was this going to be made up.
- 7.5 BD agreed we are under recovering fees to date by comparison however projections are linear and registration fees do not come in on a linear fashion. She understood these fluctuations in registration fees were likely to be recovered later in the year.
- 7.6 BD also informed members that DoH had asked RQIA to identify further slippage in year. We have identified £125,000 potentially due to lower spend in our current accommodation.
- 7.7 JMcG queried the Access NI situation and what impact this was having on registration.
- 7.8 EC advised this was not causing any significant delay and the normal peak time for Access NI is September when schools go back.
- 7.9 NB commented that the way the Financial Performance Report was being provided had improved considerably over last two years and he thanked all staff that provided had created this new format.
- 7.10 CC agreed with NB and thanked BD, JM, Hayley Barret and Paul Cummings.
- 7.11 Authority members **Approved** the RQIA Financial Performance Report (Month 5).

8.0 Agenda Item 8: Review programme
Deceased Patient Review: Publication: Verbal Update

- 8.1 BD introduced this item, on the publication of the Cohort Reports of the Expert Panel relating to the Review of Deceased Patient Records (Neurology). BD was mindful of the need for sensitivity balanced with timely publication of this important Review. BD advised that RQIA continue to work towards finalising an agreed publication date, consistent with the need to notify families prior to publication
- 8.2 CC noted this is a key item of public interest and once a date has been confirmed for publication it is essential to move forward in an orderly manner. CC thanked the Expert Panel, RQIA staff and especially the families who contributed to this review, noting the fundamental importance of the findings.

9.0 Agenda Item 9: Any Other Business:

- 9.1 NB wished to comment on the format that papers were being provided to Authority Members., and raised the possibility of going back to Zipped folders with individual papers included.

- 9.2 JM advised that we would look at other technical approaches once she is in her new role as Head of Corporate Affairs. JM also aware there would be new Authority Members in place late January/early February 2023. JM as RQIA's Senior Information Responsible Officer (SIRO) needed to be assured that all communication between Authority Members followed agreed systems and procedures.
- 9.3 JMcG commented that she was having some problems with RQIA laptop.
- 9.4 JM asked that any issues in relation to RQI laptops need to be forward to IT support for further investigation.
- 9.5 SE suggested MS teams could be an option to share information. JM advised that RQIA have not currently full functionality to MSTEams, as the Microsoft version used in RQIA cannot be upgraded until the I Connect refresh is completed.
- 9.6 ND suggested using 'Decision Time' as used in NISCC: this requires a unique name and password and can be accessed on any device.
- 9.7 JM will look into possible options and link in the Northern Ireland Social Care Council to discuss further
- 9.10 CC closed the meeting at 12.41pm.

Date of Next Meeting: Authority Meeting: Thursday 8 December 2022 at 9:30am

Signed





Christine Collins MBE
Interim Chair

Date

8 December 2022

Authority Public Session: Action List					
Action number	Authority meeting	Agreed Action	Responsible Person	Date due for completion	Status
252	15 September 2022	Home Truths Stock-take report to be formally shared with COPNI and published to the RQIA website after final considerations.	Chief Executive	20 October 2022	
253	15 September 2022	The Five Year Equality Action Plan should be aligned to the new Draft Strategic Plan, to enable common reporting across the two documents.	Senior Communications Manager	Ongoing	
254	15 September 2022	Update on Legal Advice to be brought to 8 December Authority meeting.	Chief Executive	8 December 2022	

Key

Behind Schedule	
In Progress	
Completed or ahead of Schedule	