

RQIA Board Meeting

Date of Meeting	22 February 2018
Title of Paper	Public Session Minutes
Agenda Item	1
Reference	Min/Jan18/public
Author	Saoirse Wilson
Presented by	Prof. Mary McColgan
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 11 January 2018.
FOI Exemptions Applied	None
Equality Impact Assessment	Not applicable
Recommendation/Resolution	The Board is asked to APPROVE the minutes of the Board meeting of 11 January 2018.
Next steps	The minutes will be formally signed off by the Chair and will be uploaded onto the RQIA website.



PUBLIC SESSION MINUTES

RQIA Board Meeting
Boardroom, RQIA
11 January 2018, 11.15am

Present

Prof Mary McColgan OBE
(Acting Chair) **(MMcC)**
Patricia O'Callaghan **(POC)**
Lindsey Smith **(LS)**
Gerry McCurdy **(GMcC)**
Denis Power **(DP)**
Robin Mullan **(RM)**
Sarah Havlin **(SH)**
Dr Norman Morrow OBE **(NM)**

Apologies

Seamus Magee OBE **(SM)**

Officers of RQIA in attendance

Olive Macleod OBE (Chief Executive) **(OM)**
Maurice Atkinson (Director of Corporate Services)
(MA)
Theresa Nixon (Director of Mental Health, Learning
Disability and Social Work) **(TN)**
Kathy Fodey (Director of Regulation and Nursing)
(KF)
Dr Lourda Geoghegan (Medical Director and
Quality Improvement Lead) **(LG)**
Malachy Finnegan (Communications Manager)
(MF)
Saoirse Wilson (Acting, Board and Executive
Support Manager)

Welcome and Apologies

MMcC welcomed all members and Officers of the Board to this meeting.
MMcC acknowledged apologies from Seamus Magee.

MMcC acknowledged the sad passing of the Chair of the Board Dr Alan Lennon who passed away before Christmas. MMcC formally acknowledged the contribution he made to the work of RQIA and his involvement and engagement with staff and the Board and his commitment to quality improvement and needs of service users and carers.

MMcC along with members and Officers of the Board congratulated OM who has been awarded an OBE for her contribution to nursing.

MMcC informed that Stella Cunningham has resigned due to family commitments and noted her contribution to Board.

1.0 Agenda Item 1 - Minutes of the public meeting of the Board held on Thursday 6 November 2017 and matters arising

1.1 The Board **APPROVED** the minutes of the meeting of the Board held on Thursday 6 November 2017.

1.2 The Board noted that actions 159 and 170 are not due for completion until the next Board meeting. Actions 176 and 177 are not due to be presented until the March Board meeting.

2.0 Agenda Item 2 – Declaration of Interests

2.1 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.

3.0 Agenda Item 3 – Acting Chair’s Report

3.1 MMcC presented the Acting Chair’s report and Board members noted the meetings attended since the last Board meeting.

3.2 MMcC informed the Accountability meeting with DoH was held on 12 December 2017 and a copy of the minutes have been circulated to Board Members.

3.3 MMcC noted the success of the learning together week held in November and found it very informative and a valuable opportunity to connect with staff. DP acknowledged the personal efforts of staff who delivered presentations and congratulated all involved.

3.4 NM expressed similar sentiments and noted his desire for follow up sessions with particular reference to the research presentation which he felt the Board should look at from a strategic point of view. OM advised TN has recently reviewed and revised the RQIA research policy. GMcC asked if RQIA had a budget allocation for research. OM advised we do not.

3.5 KF advised that feedback from the learning week was very positive overall and a summary report is being developed which will be shared with the Board.

3.6 MMcC advised Board members that she and OM attended a meeting with the Patient Client Council and received an update on their work and discussed how RQIA can embed the patient voice in our activities and exchange information.

3.7 The Board **NOTED** the Acting Chair’s Report.

4.0 Agenda Item 4 – Meetings attended by RQIA Non-Executives

4.1 Board members noted that no meetings were attended by RQIA Non-Executives since 6 November 2017.

4.2 The Board **NOTED** the Meetings attended by RQIA Non-Executives.

5.0 Agenda Item 5 – Inspection Policy

5.1 KF provided an update on the inspection policy presented to the Board for approval.

5.2 KF explained this policy was an effort to bring the disconnected inspection methodologies together with general core principles of inspection with each team being able to adapt inspection methodologies for the sector they inspect. The equality screening of this policy was a lengthy process including significant engagement with the equality commission. We have included within the inspection policy statements relating to our role to promote the equality agenda when on inspection.

5.3 DP noted this was version 17 and queried why there had been so many different versions of the inspection policy. OM advised that the development of this policy started 18 months ago with the aim to combine the principles of inspection from hospitals, care homes and mental health facilities together to support a common approach to inspection.

5.4 DP suggested that the well led domain needed to be more prominent in this policy.

5.5 GMcC noted there was no specific reference in this policy relating to intelligence from other regulators. KF advised of the significant amount of work with NISCC in terms of the workforce working within the regulated sector.

5.6 GMcC asked how RQIA establish if there are minority groups resident when inspecting homes to ensure equality and diversity is considered. KF responded that the Northern Ireland Statistics and Research Agency (NISRA) have this generic information but not specific to care homes.

5.7 Board members **APPROVED** the Inspection Policy.

6.0 Agenda Item 6 – Values

6.1 Kate Maguire delivered a presentation on RQIA's core Values to the Board. Kate explained the process and methodology used which resulted in the four values being agreed. This also included key words associated with each value, a definition of each value and expected behaviours.

6.2 SH queried if there was a meeting of minds in respect of the core values

selected by staff. Kate informed that staff were asked to vote on what they viewed as their top values, 80 staff completed the online survey and the four values that came out on top were; fairness, accountable, integrity and respect.

- 6.3 MMcC thanked Kate for her presentation and informed of the willingness of the Board to support the development of this values base. MMcC asked Kate what she viewed as important lessons for the Board. Kate advised that these are the values base that Board members must use in the oversight and scrutiny of the organisation and reminded that these are also the values that Board members must use to hold each other to account.
- 6.4 Kate explained that these values must be embedded in the organisation and used as a base for all interactions internally and externally, we want to be known for these values and ensure decision making reflects the values of the organisation. The culture charter will be rewritten to link in with these values and behaviours.
- 6.5 LS noted the importance of identifying behaviours behind these values and recruiting on the basis of values and behaviours. It is important values are translated into performance reviews. LS would encourage the development of negative indicators of behaviour as a tool to help managers and highlighted the need for this to be included in performance management culture.
- 6.6 RM queried if thought had been given as to how these values would be embedded in performance management. Kate explained that the appraisal process is currently being reviewed and advised that existing models are available.
- 6.7 NM noted that rewriting the culture charter is not enough to change the culture within the organisation and queried if the organisation had a cultural induction. Kate advised that now this work has been completed it will become part of the induction process and explained this work dovetails into the strategy for collective leadership and the expectation that leaders of the organisation will be role models and live the values of the organisation.
- 6.8 SH questioned the difference in the values coming out of this process compared to previous values. Kate advised that when meeting with teams in workshops staff spoke about aspects they were unhappy with in relation to the culture of specific teams and felt that staff speaking in such an open and honest manner reflects the calibre of staff and demonstrates the trust put in managers to begin to deal with these behaviours.

7.0 Agenda Item 7 – IIP Action Plan

- 7.1 Kate Maguire presented the IIP Action Plan and advised that RQIA successfully achieved the Investors in People award and are accredited until 2020.

7.2 Kate described the initial meeting of the steering group, how they developed each recommendation and how they plan to deliver on these. Through this work we will see more staff engagement and through that engagement comes staff empowerment.

7.3 MMcC advised that this process and the model should be showcased elsewhere outside of this arena.

8.0 Agenda Item 8 – Whistleblowing Policy

8.1 RQIA developed a Whistleblowing Policy and Procedure based on the regional template. The Whistleblowing Policy and Procedure was presented to the Board. An overview of this policy has been shared with staff including a summary of key messages.

8.2 The Board were asked to nominate a Board member to have responsibility for the oversight and culture of raising concerns in RQIA.

8.3 GMcC noted section four contains a double negative which required to be amended.

8.4 PO'C noted the Commissioner for Older People needs to be included on page 8.

8.5 SH queried if the policy should include other options available like being able to go to the chair of the Audit, in order to help people understand that whistleblowing may be appropriate however other options are available and there are other ways of highlighting concerns. MA informed the purpose of the initial discussion with the line manager was to tease out options available at that stage.

8.6 DP queried the need to include a section relating to the media but was advised by MA this was included as this is a regional template.

8.7 NM highlighted the importance of ensuring the whistleblowing process is not used when the concern can be covered by other procedures and felt this could be made more explicit in the policy.

8.8 LS was nominated to have responsibility for the oversight and culture of raising concerns in RQIA.

8.9 Board members **APPROVED** the Whistleblowing Policy, subject to minor amendments.

9.0 Agenda Item 9 – Chief Executives Report

9.1 OM presented her report to the Board. OM advised new legislation in relation to fees and frequency will not be in place in April 2018.

- 9.2 OM advised of ongoing work with Professor Taylor and Rachel Stewart to develop a mathematical approach to quantitative risk assessment to assist in scheduling inspections.
- 9.3 Discussion was held in relation to the two improvement notices currently in place for NIAS. LG advised that formal follow up inspections will take place after the notices have expired on 26.1.18. LG further informed of a meeting to take place with the DoH policy lead to update on work with NIAS.
- 9.4 DP queried if the onus can be put on care homes to have advocacy arrangements in place. LG advised that the expectation is that every care home has a winter plan, which would include vaccinations or if patients are deteriorating are the home contacting their practitioners rather than transferring to out of hours G.Ps.
- 9.5 LS enquired about the possibility of having a basic HR report regarding the movement of people, sickness, litigation, grievances, and basic statistics.

Resolved Action (178)

- 9.6 OM to share Rachel's paper with Board members
- 9.7 Board members **NOTED** the Chief Executive's Report

10.0 Agenda Item 11 – Finance Report

- 10.1 MA presented the RQIA finance report which reflects RQIA's financial position at 30 November 2017 and summarised the key messages.
- 10.2 In November a non-recurrent easement of was made of £300,000.
- 10.3 MA informed of a forecasted underspend of £166,458 and explained a decision will be needed regarding a second non-recurrent easement to the Department based on the 31 December 2017 position.
- 10.4 GM queried if there was significance in five staff leaving RQIA in December 2017 and was advised that these were due to promotions and one retirement.
- 10.5 Board members **NOTED** the Finance Report

11.0 Agenda Item 12 – Any Other Business

11.1 POC referred to ISO9001 project and noted the outstanding input on behalf of Ronan Strain.

11.2 **Resolved Action (17)**

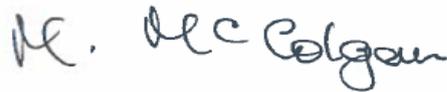
TN advised Power to the People – Proposal to Reboot Adult Social Care and Support in NI by Expert Advisory Panel will be discussed at the next Board meeting.

11.3 As there was no other business, MMcC brought the meeting to a close.

Date of next meeting:

22 March 2018, RQIA Boardroom

Signed



**Professor Mary McColgan
Acting Chair**

Date

22 February 2018

Board Action List

Action number	Board meeting	Agreed action	Responsible Person	Date due for completion	Status
159	23 March 2017	The Chief Executive will provide an update to Board members on the standardisation of questionnaires across the organisation	Chief Executive (OM)	22 February 2018	
170	6 July 2017	The Corporate Risk Assurance Framework Report will be presented to a Board Workshop for further consideration.	Director of Corporate Services (MA)	22 February 2018	
176	6 November 2017	Paper to be presented to the Board outlining developments in the use of ICT.	Director of Corporate Services (MA)	22 March 2018	
177	6 November 2017	Inclusion of a headline section to be included in the Corporate Performance Report.	Director of Corporate Services (MA)	22 March 2018	
178	11 January 2018	The Chief Executive will share Rachel Stewart's paper with the Board.	Chief Executive (OM)	22 March 2018	
179	11 January 2018	Power to the People – Proposal to Reboot Adult Social Care and Support in NI by Expert Advisory Panel	Director of Mental Health, Learning Disability and Social Work (TN)	22 March 2018	
180	11 January 2018	HR report to be devised regarding the movement of people, sickness, litigation, grievances, and basic statistics.			

Key

Behind Schedule	
In Progress	
Completed or ahead of Schedule	