



RQIA Board Meeting

Date of Meeting	30 April 2018
Title of Paper	Public Session Minutes
Agenda Item	1
Reference	Min/Mar18/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 22 March 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 22 March 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
HSC Leadership Centre
22 February 2018, 11.30am

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**)
Seamus Magee OBE (**SM**)

Officers of RQIA in attendance

Olive Macleod (Chief Executive) (**OM**)
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)

Apologies

Maurice Atkinson, Director of
Corporate Services

Welcome and Apologies

MMcC welcomed all members and Officers of the Board to this meeting. Apologies were acknowledged from Maurice Atkinson, Director of Corporate Services and the Board welcomed Sandra McElhinney who is deputising on his behalf.

1.0 Agenda Item 1 - Minutes of the public meeting of the Board held on Thursday 11 January 2018 and matters arising

1.1 The Board **APPROVED** the minutes of the meeting of the Board held on Thursday 11 January 2018.

1.2 The Board noted that actions 159, 170, 177, 178 are now completed.

1.3 Resolved Action (180)

Board and Executive Support Manager to add section 9.5 of the minutes to the action list

1.4 OM provided an update in relation to action 159 advising the Board the

number of questionnaire used throughout RQIA has been reduced from 28 to 3. Questions are now based against a scale to allow identification of trends.

- 1.5 OM informed the Board action 176 has been deferred until the next meeting of the Board. This paper is ready to be presented but was deferred due to time limitations.
- 1.6 TN updated the Board in relation to action 179. TN advised Power to People – Proposal to Reboot Adult Social Care and Support in NI by Expert Advisory Panel was shared at the end of the last Board meeting. This cannot be progressed as the paper has not yet been accepted by the Department of Health.

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. RM declared he was on the Board of the Equality Commission Northern Ireland in relation to agenda item 5. No other 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 to confirm if it is possible for Board members to attend the NICON conference discussed.
- 3.3 GM advised board members he also attended the joint RQIA and NISCC workshop in Mossley Mill where he sought participant's views of RQIA. GM reported feedback was very positive and was clear of a significant change in culture and approach of inspections.

- 3.4 The Board **NOTED** the Acting Chair's Report.

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

- 4.1 MMcC advised Board members of an agreement with the Department of Health that meetings attended by RQIA Non Executives will be reported to the Department through the Acting Chair.
- 4.2 The Chair of the Audit Committee, DP advised Board members that he and Olive Macleod, Chief Executive attended a Public Accountability and Governance training course for Audit and Risk Committees hosted by the Chief Executives Forum on 8 March 2018.
- 4.3 The Board **NOTED** the Meetings attended by RQIA Non-Executives.

5.0 Agenda Item 5 – Equality and Disability Action Plan and Consultation

- 5.1 The Board are being asked to approve the Equality and Disability Action Plan that was developed by eight arms-length bodies with help from the equality unit from Business Services Organisation. The action plan consists of two parts, the first part addresses obligations under equality legislation and the second addressed obligations under disability legislation. The action plan will be monitored by an internal group in RQIA, chaired by the Communications Manager.
- 5.2 POC noted the actions plans were quite generic and found it was unclear exactly who was responsible, members agreed there was a lack of specificity. OM advised this would be monitored internally through the internal group.
- 5.3 Board members noted this a compliance document largely for legislative reasons and noted it did not drive strategy.
- 5.4 DP informed he would like to see a document that specifically sets out RQIA's responsibilities.
- 5.5 **Resolved Action (181)**
RQIA specific Equality Action Plan to be devised based on BSO agreed policy.
- 5.6 MMcC asked that the Health and Wellbeing Hub is referenced in the Equality and Disability Action Plan.
- 5.7 **Resolved Action (182)**
Health and Wellbeing Hub to be referenced in the Equality and Disability Action Plan.
- 5.8 NM noted some of the intended outcomes listed in the Equality and Disability Action Plan when drilled into did not provide any measures. NM queried if we are aware of what intended outcomes are, why can we not specify performance levels. It was agreed this would be raised at the next meeting of the regional group.
- 5.9 LS discussed the desire for a document outlining a strategic theme in relation to diversity. OM advised she and the Communications Manager would meet to discuss the issue further.
- 5.10 GMcC suggested when finalised, this information should be included as part of the induction programme.
- 5.11 The Board **APPROVED** the RQIA Equality and Disability Action Plans 2018-23.

6.0 Agenda Item 6 - Corporate Risk Assurance Framework Report

6.1 The Board are asked to approve the Corporate Risk Assurance Framework Report.

6.2 The Chair of Audit Committee, DP advised the Corporate Risk Assurance Framework has been considered at Audit Committee and now included two new risks in relation to O'Hara (CR15) and COPNI (CR14).

6.3 DP noted he was satisfied this was a true and accurate presentation of RQIA's risk and was happy to support this framework which is presented for adoption by the board.

6.4 NM noted CR15 had been amended on page 14 but not on page 4. This will be amended.

6.5 The Board **APPROVED** the Corporate Risk Assurance Framework Report

6.6 The Chair of Audit Committee, DP provided Board members with a verbal update of the Audit Committee meeting held on 8 March 2018 and advised all key outstanding issues have been completed on the Audit Action Plan for the first time.

6.7 DP advised minutes of the Audit Committee meeting on 19 October will be require to be circulated after the meeting and tabled for final sign off at next Board meeting.

6.8 Resolved Action (183)

Audit Committee Minutes of meeting held on 19 October 2017 to be circulated to Board members and added to the next Board meeting agenda.

6.9 OM advised the Board of limited assurance from an Information Governance report in relation to the asset register. OM assured the Board that failings identified have been corrected.

7.0 Agenda Item 7 – Gifts and Hospitality Policy and Procedure

- 7.1 The Board were asked to approve the Gifts and Hospitality Policy and Procedure which replaces the October 2012 version. If approved the Gifts and Hospitality Policy and Procedure will be shared with all staff at the next staff meeting.
- 7.2 GM noted that titles in the policy will require to be updated in line with the organisational restructure.
- 7.3 NM queried if the gift register detailed in the Gifts and Hospitality Policy and Procedure is brought before the Board. OM advised that the register very rarely requires to be updated and agreed that a nil return can be reported to the board.
- 7.4 RM queried why an act of bribery or noncompliance with the policy would be reported through the Whistleblowing Policy and Procedure for Raising Concerns at Work. OM explained the policy is regionally agreed with Trade Unions.
- 7.5 DP referenced previously released circulars relating to bribery and corruption and noted the need for regional policies be cross referenced. DP noted that section 5 of the policy should now reference the Chief Executive.
- 7.6 Board members **APPROVED** the Gifts and Hospitality Policy and Procedure, subject to minor amendments.

8.0 Agenda Item 8 – Business Plan 2018-19

- 8.1 The Board were asked to approve the Business Plan 2018-19. If approved by the Board, the Business Plan will then sent to the Department of Health for approval.
- 8.2 The Board were advised the finance section requires further detail which will be updated when savings targets are confirmed by the Department. A suite of outcome measures detailed on page 6 is a new addition to the Business Plan.
- 8.3 GMcC noted that many RQIA policies are now co owned. GMcC highlighted that the policies are not specific in terms of who is the responsible officer and felt it could be stated more clearly. OM agreed amendments would be made and shared again with the Board for final approval.
- 8.4 SH referenced that strategic themes detailed in the Business Plan and queried the appropriateness of using the word *encourage*, OM informed this was a direct lift from the strategy agreed last year.

- 8.5 DP noted that percentage expectations should be added to the business plan and added that the business plan should reflect on recommendations from the O'Hara report.
- 8.6 LS discussed the need to develop core measures that can be carried across and tracked to develop a base line and allow incremental changes to be mapped.
- 8.7 GM referenced outcomes measures 7 and 8 in this business plan and queried if for example, completing performance appraisals on time would be a more accurate demonstration that managers are performing. OM advised work is ongoing to develop a consistent approach to appraisals as part of the organisational development programme.
- 8.8 DP advised that a generic statement relating to measuring staff performance should be included and noted that measure 7 should be reworded to reflect the discussion relating to appraisals.
- 8.9 NM noted he would like to see patient/client focused outcomes captured in the Business Plan and advised of the need for an additional comment to be added to page six of the business plan to highlight that the improvement and assurance directorates are linked.
- 8.10 DP advised he would like to see enforcement action filtered through into the outcomes measures and discussed how he would like a measurement added in relation to the number of visits and engagement undertaken by RQIA. OM advised this would be added under strategic theme 3.2.
- 8.11 Board members **APPROVED** the Business Plan subject to minor amendments being made. The Acting Chair clarified that Board members would like to view the Business Plan 2018-19 before it is sent to the Department.
- 9.0 Agenda Item 9 – Chief Executives Report**
- 9.1 OM advised the Board that three providers are currently challenging RQIA's approach to discontinuing dual registration of nursing and residential homes. Legal advice has been sought and RQIA will continue to work to find a local resolution.
- 9.2 OM updated the Board regarding the recent workshop relating to the Risk Assessment Framework and the development of a mathematical model to identify risk. The framework developed with Professor Brian Taylor will be tested from now until June and presented to the Board in July. OM advised the Board that the workshop was recorded and will be uploaded to RQIA's website.
- 9.3 MMcC advised she will presenting a paper at a bi-annual international conference organised by Professor Brian Taylor in relation to RADAR.

- 9.4 The Chief Executive advised Four Seasons Healthcare have agreed an interim financial arrangement and have received funding to secure services to the 57 homes they currently operate within Northern Ireland.
- 9.5 The Communications Manager shared recent newspaper coverage regarding NIAS with members of the Board. OM informed of a recent meeting with Michael Bloomfield the new Chief Executive of NIAS who has thanked RQIA for the support and approach taken. LG advised the frontline improvement notice for Craigavon ambulance station has expired and will be inspected in due course to evidence improvements made.
- 9.6 OM updated the Board of ongoing work to support care homes in relation to winter planning and advised a desire for additional support and training has been clearly articulated by providers.
- 9.7 OM advised the Board the first project board meeting regarding the MHLDT IT System will take place on 28 March 2018. The project board will be chaired by OM and the project will be completed in December.
- 9.8 OM informed of ongoing work between RQIA and the HSCB in relation to Looked After Children who are being accommodated in unregistered facilities. This issue arises from the need to accommodate young people aged sixteen plus with complex needs who are unable to be accommodated in main stream children's homes. TN advised RQIA are in the process of ensuring that this issue is identified on trust risk registers.
- 9.9 RM queried what alternative options are available. TN advised RQIA and the HSCB are exploring new models in terms of supported care but these would require new standards and regulations and will be built in the Department of Health's review of children's services.
- 9.10 LS enquired what has change has occurred as a result of ISO 9001 being introduced OM advised this will be clearer once the first audit is completed in June.
- 9.11 OM advised she had met with NIPSA on 27 February and RCN on 28 February to further discuss the implications of the restructure and reform programme. A joint meeting is scheduled twice a year which may increase as the restructure progresses.
- 9.12 MF shared recent documentation produced that had been referenced in the Chief Executives report and has been designed to highlight RQIA's role and increase public profile. MF advised that every care home and nursing home in Northern Ireland have received posters to display which will be supported by small calling cards that will be left by inspectors asking for feedback.
- 9.13 Board members **NOTED** the Chief Executive's Report

10.0 Agenda Item 10 – Finance Report

- 10.1 Sandra McElhinney presented the RQIA finance report and detailed two easements returned to Department amounting to £367k in total. Following the two easements the position regarding the balance of accounts was positive however the impact of having £55k of VES monies which cannot be returned to the Department could lead to accounts being qualified.
- 10.2 OM advised the Finance Director in the Department understands that RQIA are not in this position as a result of not managing accounts. The current position is directly related to unreturnable VES monies. OM advised the Board that a bid has not been made for VES in 2018-19.
- 10.3 DP noted an amendment was required to page three of the report to read as 'Investigation commissioned by RQIA Acting Chair.'
- 10.5 Board members **NOTED** the Finance Report

11.0 Agenda Item 11 – GDPR Action Plan – Progress Update

- 11.1 Alan McCracken presented a progress update on the GDPR Action Plan and highlighted key changes and high level implications. Alan advised that BSO are RQIA's data processor.
- 11.2 Sandra McElhinney explained ALB'S agreed an overall action plan and advised columns have been added detailing responsibilities pertaining to RQIA and BSO.
- 11.3 OM provided assurances to the Board that compliance with the GDPR Action Plan will be monitored through the Executive Management Team
- 11.4 LS queried the risk aspect of non-compliance given the amount of data held. Alan explained the main implication is evidencing what information RQIA hold and being able to document our legal basis for doing so.
- 11.5 SH noted the importance of ensuing processes are in place and best efforts have been made to comply. SH highlighted the corporate responsibility to ensure staff understand their individual responsibilities. Sandra McElhinney advised that all staff will be required to undertake mandatory training relating to GDPR compliance by year end.
- 11.6 Chair of Audit Committee, DP queried if e-learning was available that staff could access as a matter of urgency given that GDPR comes into effect from 25 May 2018. HSC Leadership centre have advised that the E-learning training module is intended to be available from 4 April.
- 11.7 RM queried potential implications likely to arise post Brexit. Alan advised GDPR will be in effect for any country that processes data on EU citizens. DP advised of a dedicated department within the executive office who are reviewing all legislation impacted by Brexit.






- 11.8 Board members **NOTED** the GDPR Action Plan Progress Update.
- 12.0 Agenda Item 12 – RQIA’s Communication and Engagement Strategy 2018-2021.**
- 12.1 MF advised the Board that RQIA’s Communications and Engagement Strategy is the overarching strand and the work plan is the detail behind communication engagement activity. Board members will review the work plan and return any comments to MF.
- 12.2 Board members asked that a quarterly communication report is provided to the Board reflecting on the previous three months, what is planned for the next three months and what we hope to have achieved.
- 12.3 **Resolved Action (184)**
A quarterly communications report is to be presented to the Board.
- 12.4 DP advised that where the strategy references the five main political parties ‘other’ should also be added. DP also noted reference should be made to communications strategy with the UK based regulators and HQIA. A suggestion was also made that a strategy for dealing with social media is included.
- 12.5 Board members **APPROVED** RQIA’s Communication and Engagement Strategy 2018-2021.
- 13.0 Agenda Item 13 – Q3 Corporate Performance Report**
- 13.1 Sandra McElhinney presented the Q3 Corporate Performance Report and advised that by the end of quarter 3, 95% of actions are on target for completion.
- 13.2 Board members discussed the how information was presented within the report. GM noted in order to ensure clarity and a consistent approach the on key on page nine should be amended to once, twice, three times.
- 13.3 LS sought clarity on how many separate services were subject to enforcement activity as the information on page nine only detailed overall figures. LS also advised it would be useful if the figures relating to enforcement activity were benchmarked against previous year’s figures in order to gauge if activity was rising or falling.
- 13.4 Board members **APPROVED** Q3 Corporate Performance Report.

Date of next meeting:
30 April 2018, RQIA Boardroom

Signed M. McCollgan
Professor Mary McCollgan
Acting Chair



Date 30/4/18.

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 Ms Stewart's (professional lead for intelligence) paper regarding the development of a mathematical approach to quantitative risk assessment with Board members.	Chief Executive (OM)	22 March 2018	

179	11 January 2018	Power to 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	Verbal updated provided and paper shared with Board.
180	11 January 2018	HR report to be devised regarding the movement of people, sickness, litigation, grievances, and basic statistics.	Chief Executive (OM)	5 July 2018	●
181	22 March 2018	RQIA specific Equality Action Plan to be devised based on BSO agreed policy.	Chief Executive (OM)	5 July 2018	●
182	22 March 2018	Health and Wellbeing Hub to be referenced in the Equality and Disability Action Plan.	Chief Executive (OM)	5 July 2018	●
183	22 March 2018	Audit Committee Minutes of meeting held on 19 October 2017 to be circulated to Board members and added to the next Board meeting agenda.	Board and Executive Support Manager	30 April 2018	●
184	22 March 2018	A quarterly communications report is to be presented to the Board.	Communications Manager (MF)	30 April 2018	●

Key

Behind Schedule	
In Progress	
Completed or ahead of Schedule	