



## PUBLIC SESSION MINUTES

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### RQIA Board Meeting

Multipurpose Room 1, Grove Wellbeing Centre, York Road, Belfast

23 March 2011, 1:30pm

#### Present

Ian Carson (Chairman)  
Geraldine Donaghy  
Lilian Jennett  
Allen McCartney  
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

Richard Adams  
Ruth Laird

#### Apologies

David Stewart (Director of Service Improvement)

### 11.19 Welcome and Chairman's Remarks

11.19.1 The Chairman welcomed Board members, Officers of the Board and members of the public to the meeting. He noted apologies from Board members Richard Adams and Ruth Laird.

### 11.20 Minutes of the meeting of the Board held on Thursday 13 January [Paper min/Jan11/public]

11.20.1 The Board **APPROVED** the minutes of the Board meeting held on 13 January.

#### Resolved Actions

- Minutes to be formally signed off by the Chairman

### 11.21 Matters arising from minutes

#### 11.6.7 Publication of Review Reports

11.21.1 The Chairman confirmed that the review of the Northern Ireland Ambulance Service was published on 2 February and that the Child and Adolescent Mental Health Services (CAMHS) Report was published on 23 February.

#### 11.6.8 RQIA Roadshows

11.21.2 The Chairman confirmed that the series of roadshows about the

RQIA inspection planning approach for 2011/12 had all taken place and added that a further series of public engagements concerning the work of the mental health and learning disability team had commenced.

## **11.22 Declaration of Interests**

11.22.1 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.

## **11.23 Chairman's report - Chairman [Paper A/02/11]**

11.23.1 The Chairman presented his report to the Board and noted that he had attended eight meetings on behalf of RQIA since the last Board meeting.

11.23.2 The Chairman referred to the recently published HSC Framework consultation document that he had previously shared with Board members. He said that RQIA would be preparing a response to this consultation in advance of the May deadline.

11.23.3 The Chairman advised Board members that he had met with the Public Appointments Unit and would update Board members on the outcome of this meeting during the private session.

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

## **11.24 Chief Executive's Report - Chief Executive [Paper B/02/11]**

11.24.1 The Chief Executive presented his report to the Board and began by referring to some of the key meetings he had attended. He said that he had met with Bridget Warr, the Chief Executive of UK Home Care Association and added that UKHCA publish a monthly magazine and in a recent edition had featured an article about RQIA's review of the management of medicines in domiciliary care.

11.24.2 The Chief Executive advised the Board that he had attended one of the RQIA roadshows about the new inspection methodology and noted that over 1,000 delegates in total had attended the series of roadshows. He went on to say that he had also attended the user/carer conference on 10 March at which almost 200 delegates were present.

11.24.3 The Chief Executive told the Board that he had met with Peter Toogood and Adrian Murphy from DHSSPS to discuss the financial situation and RQIA's Savings Delivery Plan.

11.24.4 The Chief Executive updated the Board on human resources matters and advised that Hilary Brownlee had retired from RQIA in March

2010. The Director of Operations told the Board that Hilary had a long and distinguished career in health and social care and following her career in nursing she had joined the Registration and Inspection Unit since its establishment in 1991 and had worked in various roles in RQIA.

- 11.24.5 The Chief Executive advised the Board that Virginia McVea was leaving her post of Human Rights Advisor to take up a role in the Human Rights Commission.
- 11.24.6 A Board member asked if RQIA was intending to replace Virginia McVea with someone with a legal background. The Chief Executive confirmed that the Executive Management Team would be reviewing the job description as part of the recruitment.
- 11.24.7 The Chief Executive told the Board that RQIA had the opportunity during 2010/11 to purchase 125 new PCs and 60 laptops and that this new equipment was currently being installed. He added that RQIA's software was also being upgraded from Office 2003 to Office 2010. He finished by saying that all staff had had the opportunity to avail of training in the use of Office 2010.
- 11.24.8 The Director of Operations advised the Board that RQIA had recently issued four Failure to Comply notices on Manor Healthcare with regard to breaches in regulations relating to patient finances. He added that a vulnerable adults investigation had also been initiated and that this was ongoing.
- 11.24.9 The Director of Operations informed the Board that RQIA was currently conducting an inspection of Hydebank in conjunction with Her Majesty's Inspectorate of Prisons (HMIP) and Criminal Justice Inspection (CJI) and that this inspection was looking at mental health and medicines management. He added that within the next week a joint inspection of Woodlands would also be taking place.
- 11.24.10 The Board **NOTED** the Chief Executive's Report.
- 11.25 Finance Report - Director of Corporate Services [Paper C/02/11]**
- 11.25.1 The Director of Corporate Services presented the Finance Report to the Board and explained that at the end of February 2011, RQIA was showing a projected year-end surplus of £41k. He explained that since December 2010, a number of factors had resulted in a swing from a forecast deficit to a projected surplus.
- 11.25.2 The Director of Corporate Services advised that there had been recent communication from DHSSPS regarding the break-even tolerance and that this had now been confirmed as being  $\pm 0.25\%$ . He explained that RQIA's projected surplus fell outside the tolerance level but that discussions had taken place with DHSSPS regarding a

potential adjustment of the revenue resource limit (RRL).

- 11.25.3 The Director of Corporate Services referred to the capital resource limit and explained that RQIA had not been able to use its full capital allocation for 2010/11 as, due to circumstances outside RQIA's control, some initiatives had been unable to be completed within the financial year.
- 11.25.4 The Chairman expressed his appreciation to the Director of Corporate Services and the finance department for their continuing monitoring of the financial situation and for the efforts made to ensure a break even position. The Chief Executive added that the Acting Finance Manager had worked hard to ensure that the Executive Management Team received timely and accurate financial information. He finished by saying that with regard to the capital allocation, the DHSSPS did not wish for RQIA to return the £11k that was not able to be committed.
- 11.25.5 The Board **NOTED** the Finance Report.
- 11.26 Corporate Performance Report - Director of Corporate Services [Paper D/02/11]**
- 11.26.1 The Director of Corporate Services presented the Corporate Performance Report to the Board and explained that the report represented the cumulative position as of 31 December 2010. He advised that of the corporate objectives, 2 had a red rating, 10 had an amber rating and 51 had a green rating. He went on to say that the supplementary report contained further information on objectives that were rated as red or amber with an indication of their likely rating at the year end. He invited questions from Board members on the content of the report.
- 11.26.2 A Board member noted that the planned initiative to work with the Community Information Branch at DHSSPS regarding obtaining service user views had ceased and asked if RQIA would be reverting back to the use of questionnaires. The Director of Operations explained that RQIA continued the use of questionnaires in specific contexts but was also considering more meaningful ways of engaging with service users, particularly in domiciliary care agencies, by, for example, meeting service users in their own homes.
- 11.26.3 The Board **NOTED** the Corporate Performance Report.
- 11.27 Audit Committee Update - Committee Chairman [Paper E/02/11]**
- 11.27.1 In the absence of the Committee Chair, Board member Colin Reid updated the Board on the meeting of the Audit Committee which took place on 27 January 2011.

- 11.27.2 The Board was told that the Audit Committee is conducting a self-assessment questionnaire and the results of this will be shared with the Board at the workshop in April. It was also noted that there will be risk management training for Board members at the workshop and that the Board will also have an opportunity to take a strategic look at the Corporate Risk Assurance Framework report.
- 11.27.3 The Board member advised that the Audit Committee had received an update on the Audit Action Plan and that many of the audit actions were rated as "green". He added that there was an issue of clarification of the situation with regard to the service level agreement with BSO. The Chief Executive advised the Board that he had met with the Chief Executive of BSO to discuss the 2010/11 and 2011/12 service level agreements. He explained that the 2010/11 agreement was signed and he did not anticipate an increase in costs for the 2011/12 agreement.
- 11.27.4 The Board member informed the Board that the Internal Audit work programme was on schedule and should be completed before the year end. He also explained that the Northern Ireland Audit Office had presented their audit strategy for the annual audit of accounts.
- 11.27.5 The Board member advised that the Professional Advisor to the Audit Committee, Pete Cooper, had tendered his resignation from the Committee. The Chief Executive advised that Mr. Cooper had secured a full time appointment with the Western Isles NHS Trust (Scotland) and that a letter had been forwarded to Mr. Cooper from the Chair of the Audit Committee wishing him well on his future appointment and thanking him for his support of the RQIA Audit Committee.
- 11.27.6 The Board member said that he had attended an event organised by DHSSPS where Chairs of other Audit Committees met to discuss common issues. He said that the event had proved useful and that initiatives would be taken forward such as the creation of a website of audit committee tools, a "buddying" process for Chairs and increased attendance at Audit Committee by DHSSPS.
- 11.27.7 A Board member asked if the Audit Committee continued to receive reports on the use of consultants and issues such as contract extensions, for example the extension of the contract with McConnell's. The Director of Corporate Services advised that the Audit Committee receives updates at each meeting. With regard to the McConnell's contract, the Chief Executive explained that McConnell's is one of a number of approved contractors for the HSC. He added that it would be more costly for RQIA to re-house all of its archived files with a new provider than to extend the existing contract with McConnell's.
- 11.27.8 The Board **NOTED** the Audit Committee update.

- 11.28 RQIA Draft Communications Strategy - Director of Corporate Services [Paper F/02/11]**
- 11.28.1 The Director of Corporate Services invited the Communications Manager, Malachy Finnegan, to present the draft Communications Strategy to the Board.
- 11.28.2 The Communications Manager explained the background to the Strategy and explained that over recent years RQIA had become recognised by media and by the general public as the health and social care regulator and added that over 2,100 inspection reports are now available on the RQIA website.
- 11.28.3 The Communications Manager gave an overview of the aims of the strategy and explained that an action plan had been developed and that it was his intention to report regularly to the Board on the progress made against the objectives in the Plan.
- 11.28.4 The Chairman commended the work done to develop the Strategy and suggested that RQIA should consider making use of social media e.g. Facebook and Twitter.
- 11.28.5 A Board member asked if the 15 professions regulated by the UK Health Professions Council could be included in the list of stakeholders. She also stated that an umbrella group named the Allied Health Professions Federation Northern Ireland representing over 6000 allied health professionals had been set up recently and that they should also be added to the list of stakeholders. The Communications Manager agreed to include these groups in the list.
- 11.28.6 A Board member asked if the second objective could be reworded and the Communications Manager agreed to review this.
- 11.28.7 Subject to minor alterations, the Board **APPROVED** the draft RQIA Communication Strategy.
- 11.29 Regulation of Private Dentistry - Director of Operations [Paper G/02/11]**
- 11.29.1 The Director of Operations updated the Board on the preparations for the regulation of private dentistry. He explained that standards for dentists had been published by DHSSPS.
- 11.29.2 The Director of Operations gave an overview of each of the six workstreams and explained that work was progressing well in all areas. He explained that a timeframe has been agreed whereby RQIA was aiming to complete registration of all dental practices within 12 months. He added that RQIA would be learning from the recent services new to regulation registration process and ensuring that there were more rigorous pre-registration inspections and

processes.

- 11.29.3 The Chief Executive advised that, along with the Director of Operations, he had attended a meeting with DHSSPS to discuss the funding required for dental regulation. He explained that the initial indications had been that no additional recurrent funding would be available but he felt more encouraged following RQIA's submission of a revised business case to DHSSPS. He said that he would pass on the concerns of the Board that RQIA could not undertake this additional work without the necessary resources to manage the task.
- 11.29.4 The Chairman asked for clarity on how RQIA inspect practices that provided both NHS and private dental treatment. The Director of Operations explained that RQIA would be working with HSC Board to avoid duplication of inspection and to access expertise of HSC Board staff when conducting inspections.
- 11.29.5 A Board member asked if the British Dental Association had an inspection role. The Director of Operations explained that the BDA is a representative body, but that the General Dental Council would have a role in dealing with professional regulation and conduct issues and that RQIA may seek to develop an MOU with GDC.
- 11.29.6 The Board **NOTED** the update on the regulation of private dentistry.
- 11.30 Pathways to Secure Accommodation Report - Director of Operations [Paper H/02/11]**
- 11.30.1 The Director of Operations updated the Board on the work completed on the Pathways to Secure Accommodation Report since the Board workshop on 10 February. He explained that RQIA had received feedback from three of the six organisations who had been written to. He added that RQIA would contact some of the social workers involved with the children whose circumstances had featured in the report but explained that this had proved difficult in some cases.
- 11.30.2 The Chairman asked if the report would be published on the RQIA website. The Director of Operations explained that RQIA was considering organising an event for social work practitioners and managers to hear an overview of the key message from the report. He added that it would be RQIA's intention to publish the report on its website.
- 11.30.3 It was **AGREED** that the Board paper should be updated to reflect that the report would be published on the RQIA website. The Board **APPROVED** the Pathways to Secure Accommodation Report.

- 11.31 Report of Complaints Monitoring Survey 2009/10 - Director of Quality Assurance [Paper I/02/11]**
- 11.31.1 The Director of Quality Assurance advised the Board that following the February workshop where the Report of the Complaints Monitoring Survey 2009/10 was considered, RQIA had shared the Report with DHSSPS but had not received any feedback to date.
- 11.31.2 A Board member asked if RQIA can impose sanctions on an organisation that did not make a return. The Director of Quality Assurance explained that as this was a survey no sanction would be imposed but that in future, RQIA would be requesting that complaints information would be included as part of the self assessment completed by providers and any specific issues would be picked up by inspectors during the inspection process.
- 11.31.3 The Chairman asked if the report would be published on the RQIA website. The Chief Executive explained that it would be RQIA's intention to do so.
- 11.31.4 It was **AGREED** that the Board paper should be updated to reflect that the report would be published on the RQIA website. The Board **APPROVED** the Report of the Complaints Monitoring Survey 2009/10.
- 11.32 Mental Health and Learning Disability - Director of Operations [Paper J/02/11]**
- 11.32.1 The Director of Operations presented the updated mental health and learning disability report to the Board. He advised the Board that the percentage of errors for prescribed forms had reduced significantly. He explained that this had been raised at the recent mental health and learning disability roadshows.
- 11.32.2 The Director of Operations told the Board that a comprehensive programme of inspections had been completed by the team and that a report on the key themes would be brought to a future Board workshop.
- 11.32.3 The Director of Operations informed the Board that the Expert Advisory Panel would shortly be holding its final meeting and that a report on how RQIA has discharged its functions under the Mental Health Order would be brought to the May Board meeting.
- 11.32.4 A Board member asked if there was a target for the return of prescribed forms. The Director of Operations explained that the forms should be returned within 48 hours but he added that this was not always possible. He pointed out that in April 2009 the error rate was as high as 16%, but had now reduced significantly.



11.32.5 A Board member asked about the role of the Expert Advisory Panel and how its role would be carried out if the Panel was stood down. The Director of Operations explained that the Panel was always intended as a short life working group and that it would be a decision for the Board if it was felt that the Panel should continue. He expressed his view that following the development of a series of rights-based indicators, it could be clearly demonstrated that RQIA had fully discharged its functions under the Mental Health Order and had done so in such a way which involved engagement with service users.

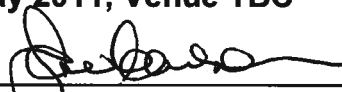
11.32.6 The Board **NOTED** the update on mental health and learning disability.

**11.33 Any Other Business**


11.33.1 There was no other business and the Chairman drew the public session to a close at 3:25pm.

**Date of next meeting:  
Thursday 12 May 2011, Venue TBC**

Signed

  
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Dr Ian Carson  
Chairman

Date

  
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