

## PUBLIC SESSION MINUTES

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### RQIA Board Meeting

Board Room, Craigavon Area Hospital, Lurgan Road, Portadown

4 September 2012, 2pm

#### Present

Ian Carson (Chairman)  
Richard Adams  
Geraldine Donaghy  
Sarah Havlin  
Lilian Jennett  
Ruth Laird  
Allen McCartney  
Patricia McCoy  
Una O'Kane  
Denis Power  
Colin Reid  
Austin Smith  
Lindsey Smith

#### Officers of the Board present

Glenn Houston (Chief Executive)  
Maurice Atkinson (Director of Corporate Services)  
Fiona Goodman (Head of Programme (Regulation))  
Theresa Nixon (Director of Mental Health and  
Learning Disability and Social Work)  
Bill Norris (Office Manager)  
David Stewart (Director of Reviews and Medical  
Director)

#### Apologies

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Phelim Quinn (Director of Regulation and Nursing)

### 12.88 Item 1 - Welcome and Chairman's Remarks

12.88.1 The Chairman welcomed Board members and Officers of the Board to the meeting. He noted apologies from Phelim Quinn.

12.88.2 The Chairman expressed gratitude for the sterling work performed by Robert Graham during his period as Committee Services Manager and wished him well in his new appointment as Chief Executive's Office / Committee Manager at the Public Health Agency. He thanked Bill Norris for performing the role of Acting Committee Services Manager until a new appointment was made.

12.88.3 The Chairman extended his thanks and appreciation to the Chair, Chief Executive and senior staff of the Southern Trust who had briefed the RQIA Board on the actions being taken by the Trust on foot of the recent RQIA review of Radiology.

### 12.89 Item 2 - Minutes of the meeting of the Board held on Thursday 5 July [Paper min/Jul12/public]

12.89.1 The Board **APPROVED** the minutes of the Board meeting held on 5 July 2012.

## **Resolved Actions**

- **Minutes to be formally signed off by the Chairman**

### **12.90 Item 3 - Matters arising from minutes**

#### **12.60.5 Regulation of Private Dentistry**

12.90.1 A Board member asked for an update on the current status of the 9 dental practices which had not submitted an application for registration. The Chief Executive stated that one of the practices had appeared at Antrim District Court on 3 September and had been fined £500, with costs. Three other practices were due to appear at District Courts on 11, 12 and 14 September. The Chairman asked if the remaining 5 practices were taking steps to achieve compliance. The Chief Executive replied that this remained to be seen. A Board member acknowledged the hard work accompanying dental registration in what had been a lengthy process.

#### **12.60.5 Inspection of Maghaberry Prison**

12.90.2 The Chief Executive stated that a meeting would be held shortly with the newly appointed director general of the Northern Ireland Prison Service. The Director of Reviews advised that it is anticipated that the report of the joint inspection of Maghaberry Prison would be published in the autumn.

#### **12.80.3 Accountability Review meeting with DHSSPS**

12.90.3 The Chairman confirmed that minutes of the June meeting had been circulated.

#### **12.83.8 Board workshop**

12.90.4 In response to a Board members question, the Chief Executive confirmed that the date for the Board workshop had been changed from 11 October to 4 October. The focus of the meeting will be the RQIA enforcement policy and procedures and will be held in the boardroom commencing at 2:00pm.

#### **12.85.3 Budget build**

12.90.5 The Director of Corporate Services confirmed that the 2012/13 budget build was now complete.

#### **12.86.1 Three year Review Programme: Board input**

12.90.6 The Director of Reviews thanked those Board members who had read the four remaining reports of the Three Year Review

Programme for 2009/12 and for their comments. The Chairman stated that he would welcome Board member involvement in forthcoming reviews. Board members should contact the Director of Reviews for further details.

- 12.90.7 A Board member stated that involvement in the latter stages of a review may be more applicable and that the Board should continue to provide a constructive challenge to all aspects of the review process. A Board member advised that a spectrum of involvement may be the best approach encompassing written submissions, individual, or small group meetings or discussions. A Board member suggested that consideration be given to the standardisation of format and presentation of reports.

#### **12.87.1 Backlog of x-rays in Belfast Trust**

- 12.90.8 The Director of Reviews stated that he had been in contact with the Belfast Trust in relation to this issue. The Trust has now completed its report and this will be made available to RQIA in the near future.

#### **12.91 Item 4 - Declaration of Interests**

- 12.91.1 The Chairman asked Board members if, following consideration of the agenda items, any interests were required to be declared, in line with Standing Orders. He advised that any such declarations should be made known to the Acting Committee Services Manager, Bill Norris.

#### **12.92 Item 5 - Chairman's report - Chairman [Paper A/05/12]**

- 12.92.1 The Chairman presented his report to the Board and noted that since the previous Board meeting he had attended a meeting on 7 August with Dr A. McCormick, Permanent Secretary.

- 12.92.2 The Board **NOTED** the Chairman's Report.

#### **12.93 Item 6 - Chief Executive's Report - Chief Executive [Paper B/05/12]**

- 12.93.1 Several Board members commented that they welcomed the new format of the Chief Executive's report.

- 12.93.2 The Chief Executive advised that the Finance, Procurement and Logistics (FPL) strand of the Business Services Transformation Project (BSTP) had been delayed by 8 weeks until 5 November 2012. The Director of Corporate Services stated that he would keep the Board informed of progress.

- 12.93.3 The Chief Executive informed the meeting that the review of Mixed Gender Accommodation had been published on 9 August 2012. The review had generated considerable public interest, including a number of media enquiries and subsequent reporting.
- 12.93.4 The Chief Executive advised that work to develop a new suite of audit tools for Hygiene and Infection Prevention inspections in augmented care settings was on-going, including piloting of tools in neonatal care and intensive care.
- 12.93.5 The Chief Executive advised the Board that since the last Board meeting, enforcement actions had been taken in respect of 3 Domiciliary Care Agencies, 1 Nursing Home, 1 Residential Care Home and 1 independent Clinic. He stated that in 2 cases, enforcement actions had been escalated to impose conditions on registrations.
- 12.93.6 The Chief Executive informed the meeting that actions to cancel the registration of the St John of God Association in respect of 2 services (Dympna House and Molinos Domiciliary Care Agency) were now complete. He advised that he had recently signed the Certificates of Registration for the new provider of these services, The Cedar Foundation.
- 12.93.7 The Chief Executive advised that issues relating to the accessing of personal confidential information had still not been resolved. Dr A. McCormick had indicated in a letter dated 13 August that Department officials were considering appropriate steps to be taken towards resolution. The Director of Corporate Services stated that this issue will remain on the Corporate Risk Register.
- 12.93.8 The Chief Executive advised that 9 reported instances of whistleblowing had been reported to RQIA since the last Board meeting. A Board member enquired if the whistleblowing incidents referred to were relatively minor or were of a more serious nature. The Chief Executive advised that all whistle blowing incidents are risk rated and any which are considered to be serious are followed up through the Serious Concerns and Complaints Group.
- 12.93.9 A Board member asked if information provided by whistleblowing was being collated to ensure that it did not overlap with other information. He asked if this information was shared with the Regulation Team. The Chief Executive and the Head of Programme (Regulation) assured Board members that all information obtained by whistleblowing, or from other sources, is analysed, collated and shared with the Regulation Team for appropriate action.
- 12.93.10 The Chief Executive updated the Board on a number of human resource issues including new appointments and members of staff

who had left the organisation since the last meeting. He advised the Board that Phelim Quinn, Director of Regulation and Nursing had been appointed to the role of Director of Regulation and Chief Social Services Inspector in the Health Information and Quality Authority (HIQA). Phelim will take up his new appointment on 1 November 2012.

12.93.11 In response to a Board members question about the Chief Executives report, the Chief Executive stated that the report would continue to be developed and be kept under review.

12.93.12 The Board **NOTED** the Chief Executives Report.

**12.94 Item 7 - Finance Report – Director of Corporate Services [Paper C/05/12]**

12.94.1 The Director of Corporate Services advised that recurring funding for Dental Regulation was now included in the total allocation of £7,395,460 for 2012/13. A Board member asked for clarification in relation to the scale of dental fees. The Chief Executive stated that there was a one-off registration charge which had generated £360K approximately in the first year and thereafter an annual fee of £54 per chair.

12.94.2 The Director of Corporate Services advised that the year to date position shows a £48,000 underspend, however, we are projecting a year-end break even position. He highlighted the importance of RQIA managing its resources effectively during the remainder of the year.

12.94.3 The CIMS business case was approved on the 18 July 2012 and a CRL of £150,543 was awarded to cover the associated 2012/13 costs. The CIMS Project Board is due to meet on 5 September and will review the capital required for the project in 2012/13 based on up-to-date information.

12.94.4 The Director of Corporate Services stated that the invoices for fees due in 2012/13 had been issued in June and that 55% of this year's annual fees had already been recovered. He noted that there was a small amount of fees outstanding from 2011/12.

12.94.5 The Director of Corporate Services advised that a new section had been added to the Finance Report showing a revised Gap Analysis. It is anticipated that the funding gap in 2012/13 can be managed through in-year slippage.

12.94.6 The Board **NOTED** the Finance Report.

**12.95 Item 8 – Corporate Performance Report – Director of Corporate Services [Paper D/05/12]**

- 12.95.1 The Director of Corporate Services referred to the summary of progress in the report in implementing Business Plan actions in Quarter 1. 94% of actions were either complete or on track for completion within the agreed timescales. The Director of Corporate Services explained that the report was based on the new corporate strategy and included an updated suite of Measures of Success. He highlighted that positive achievements during quarter 1 were outlined in the Headlines section, exception reports on actions and Measures of Success were included in the report as well as an update on outstanding actions from the 2011/12 Business Plan.
- 12.95.2 Specific actions have been labelled STEP – Steps to Excellence Programme – as a way of linking actions within the Business Plan to initiatives within the Improvement and Efficiency Operational Plan 2012/13.
- 12.95.3 The Director of Corporate Services advised that the work to improve inspection processes using LEAN methodology is ongoing. It is anticipated that this work will be completed by the end of September 2012.
- 12.95.4 In response to a question from a Board member, the Chief Executive stated that a submission was being prepared to apply for the Ireland Quality Awards, linked to the EFQM Business Excellence Model. He reported that a project team was working on this issue and would report back to Executive Management Team by mid September 2012.
- 12.95.5 A Board member asked how RQIA could provide assurance that evidence based practice was being promoted in our work. The Chief Executive advised that although RQIA is not a research organisation, best practice guidance is obtained from a wide range of sources. Sources of best practice include other regulators, DHSSPS and professional bodies and this information is used to underpin the findings and recommendation of reviews and inspections.
- 12.95.6 A Board member asked how best practice guidance was disseminated to RQIA stakeholders. The Chief Executive advised that information was mailed out to providers on a regular basis and road shows and regional events were also held. He stated that a balance had to be struck between the provision of regular information updates for providers and conversely overloading them with information. A Board member highlighted the importance of “packaging” the information in such a manner to ensure that information sent out was reaching the right people and that the message was being clearly understood. The Chief Executive stated that the RQIA website was also a valuable source of information.

- 12.95.7 A Board member enquired if RQIA maintained a database for knowledge sharing. The Director of Corporate Services advised that intelligence gained was used in all aspects of the planning process. He stated that the Corporate Information Management System (CIMS) may play a role in knowledge acquisition and sharing.
- 12.95.8 The Board **NOTED** the Corporate Performance Report.
- 12.96 Item 9 - Gifts and Hospitality Policy and Procedure – Director of Corporate Services [Paper E/05/12]**
- 12.96.1 The Director of Corporate Services advised that this policy was an update to the original Gifts and Hospitality policy approved by the Board in January 2010. He stated that the policy had been revised and simplified. The Director of Corporate Services advised that the threshold for the acceptance of non-cash gifts has been lowered from £50 to £20. The Policy now includes reference to the Bribery Act 2010 and the Prevention of Corruption Acts. The section on “Gifts Received in Recognition of Work Done” has been greatly simplified.
- 12.96.2 A Board member suggested that a reference to RQIA’s Whistleblowing Policy should be added in relation to disclosures regarding bribery, corruption or non-compliance with the policy.
- 12.96.3 A Board member suggested that training on the policy should be rolled out to Board members as well as all staff. The Director of Corporate Services advised that the training on the policy is mandatory.
- 12.96.4 A Board member suggested that the draft letter in Appendix 2 advising of a return of an unsolicited gift needed to be amended.
- 12.96.5 The Board **APPROVED** the Gifts and Hospitality Policy and Procedure, subject to minor changes.
- 12.97 Item 10 – Annual Progress Report 2011/12 on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006 – Director of Corporate Services [Paper F/05/12]**
- 12.97.1 The Director of Corporate Services introduced the report which reflects work carried out by RQIA itself and by the Business Services Organisation’s Equality Unit on behalf of RQIA and other regional organisations.

- 12.97.2 The Director of Corporate Services outlined some key developments in 2011/12 including approval of RQIA's new Equality Scheme, the development of an associated action plan, consultation on the Corporate Strategy and Review Programme. He also referred to the development of a 3-year review programme which is balanced in terms of S75 categories. Other examples include embedding of PPI across the organisation, the continued work of the Policy Sub-Group to ensure equality and human rights screening of policies is in place, holding of a user/carer conference "Joining up the Jigsaw Pieces" in March 2012 and continued close working with the Business Services Organisation's Equality Unit.
- 12.97.3 In response to a Board members question about Section 75 data for staff monitoring, the Director of Corporate Services stated that the soon to be introduced Business Services Transformation Project (BSTP) Human Resources System would improve the data acquisition and reporting of Section 75 issues.
- 12.97.4 The Board **APPROVED** the annual progress report.

**12.98 Item 11 - Any Other Business**

- 12.98.1 The Chairman stated that he would be on annual leave from 5<sup>th</sup> – 25<sup>th</sup> September 2012 and advised that Ruth Laird would deputise in his absence.
- 12.98.2 There was no other business, and the Chairman drew the public session to a close at 3:50pm.

**Date of next meeting:  
Thursday 8 November 2012, The Cottage, Ballymena**

Signed

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Dr Ian Carson  
Chairman

Date

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