



# carewatch

## Terms of Reference

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The primary purpose of the CareWatch is to act as a two-way communication channel between the Committee *for* Health & Social Care and the Bailiwick community.

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Consultation List                Corporate Management Team, Committee *for* Health and Social Care, CareWatch panel

Version                              V3.0 2024

Issue Date                        23<sup>rd</sup> January 2024

## 1.0 Background

- 1.1 In December 2017, the Committee for Health & Social Care (referred to as "HSC") established a community partnership forum named CareWatch.
- 1.2 HSC's vision is delivering high-quality services, collaboratively designed by both communities and staff, ensuring access to healthy lifestyles and social well-being for all in the Bailiwick.
- 1.3 HSC has initiated a Transformation Programme, inclusive of the input and values of our island communities, to achieve the vision outlined in 1.2, with CareWatch being a pivotal component of this initiative.
- 1.4 CareWatch, sponsored by HSC, serves as a community partnership forum dedicated to advancing and continually enhancing the delivery of Health and Social Care services.
- 1.5 In alignment with our mission statement, 'Enabling person-centred care,' CareWatch is dedicated to amplifying the voice of the service user, ensuring their perspectives are heard by HSC, and facilitating the transparent flow of information from HSC back to the public.

## 2.0 CareWatch's Authority and Status

- 2.1 CareWatch has no / and shall have no executive powers<sup>1</sup>
- 2.2 Past, present and potential future members of CareWatch have no authority to speak on behalf of the HSC unless express prior permission has been given by the HSC to do so.

## 3.0 Purpose of CareWatch

- 3.1 The primary purpose of HSC is to protect, promote, and improve the health and well-being of individuals and the community.
- 3.2 The primary purpose of CareWatch is to serve as a two-way communication channel between the HSC and the Bailiwick community, offering advisory and consultative input to enable person-centred care. It may also invite members to participate in strategic work streams and initiatives that impact the experiences of islanders.
- 3.3 CareWatch will share service user experiences to help shape the future of health and social care in the Bailiwick and act as a voice of service users. This should be achieved through regular engagement with both the public and HSC, and regular meetings of CareWatch.
- 3.4 HSC will submit items for consideration at CareWatch meetings and can invite members to participate on relevant strategic workstreams.
- 3.5 CareWatch, after consulting with HSC, may establish additional groups and working parties to advise or developing proposals concerning the delivery of Health or Social Care services.
- 3.6 CareWatch will provide quarterly reports to HSC and the public and may collaborate with other teams on key projects related to service user needs, issues, or concerns.

- 3.7 A role of CareWatch is to provide clear recommendations to HSC on the development and provision of health and care services across the Bailiwick. This can be based on feedback obtained regularly from service users across the Bailiwick.
- 3.8 CareWatch will establish an annual programme of work, each January, which will be shared with HSC. The annual programme of work should seek to advance and enhance the delivery of Health and Social Care services.
- 3.9 CareWatch's role supports the Partnership of Purpose, an ongoing transformation program aiming to promote longer, healthier lives for islanders, with accessible care when needed.
- 3.10 The CareWatch Mandate and Terms of Reference will be reviewed annually, in or around November, and any changes recommended to HSC and CareWatch for approval. Should the Mandate or Terms of Reference be updated within the year, a review may not be needed.
  - 3.10.1 Any changes to the Mandate or Terms of Reference will be communicated to members before the next applicable meeting and approved at that meeting.

## 4.0 Relationship between CareWatch and HSC

- 4.1 CareWatch will have a monthly engagement with the Corporate Management Team (CMT) to enable effective two-way communication on matters relating to health and social care.
- 4.2 CareWatch and HSC will support steps to maintain a constructive dialogue, upholding our brand values of Independence, Courage, Trust, and Integrity.
- 4.3 HSC may wish to share with CareWatch any policy letter led by the Committee ahead of publication and will invite members to participate on relevant strategic workstreams.
- 4.4 While retaining flexibility to respond to matters as they arise, CareWatch will establish an annual programme of work which will be shared with HSC. The annual programme of work should seek to further the States of Guernsey's stated strategic objectives for health and care, currently articulated through the Government Work Plan.
- 4.5 Members of HSC may observe any CareWatch meeting with an open invitation extended to Members.
- 4.6 Copies of CareWatch minutes will be shared with the CMT and HSC
- 4.7 CareWatch will appoint its own secretarial support.
- 4.8 CareWatch should provide copies of any media statements to HSC for information at least 24 hours in advance of their publication.

## 5.0 CareWatch Constitution

- 5.1 CareWatch shall, in their constitution and work, seek to represent a good cross section of those who use health and social care services in the Bailiwick, aligning with our mission of 'Enabling person-centred care' and guided by our brand values of Independence, Courage, Trust, and Integrity. This shall be achieved by, where possible, appointing representatives from local groups as well as individual members of the public.

- 5.2 Subject to the exceptions set out in points 5.4 and 5.5, any person over 16 and residing within the Bailiwick of Guernsey may be appointed to CareWatch.
- 5.2.1 Recruitment will be done via publicised media releases to ensure a broad spectrum of the community is reached.
- 5.3 CareWatch members should be of good character who are able to make unbiased observations and recommendations in which the community can have confidence.
- 5.4 CareWatch will not appoint HSC staff, or States of Guernsey employees who routinely have contact with HSC colleagues.
- 5.4.1 Should a CareWatch member become employed by HSC during their membership, they will resign immediately upon starting their employment. Section 5.15 outlines the process.
- 5.5 Other people may also be excluded, after discussion with the individual applicant.
- 5.5.1 CareWatch will review a member's continued membership should a conflict of interest arise after their appointment. This will ultimately be at the discretion of the Chair/Interim-Chair and will be brought to the other members for discussion if needed.
- 5.6 CareWatch shall consist of a minimum of five and maximum of twelve members.
- 5.6.1 The CareWatch panel shall be made up of the following members:
- Chairperson
  - Vice-Chairperson
  - Secretary (if there is a suitable and willing member)
  - Panel members
- 5.6.2 Should there be no suitable and/or willing members to fulfil the role of Secretary, HSC will provide a member of staff for the purpose of preparing and circulating agendas, meeting notes, and other necessary documentation. This member will not have any voting rights or participation in decision making.
- 5.6.3 Should membership reduce to below five, steps will be taken to appoint additional members.
- 5.7 Ordinary members of CareWatch shall be appointed by the existing members of CareWatch.
- 5.8 The Chair of CareWatch shall be appointed by the existing members of CareWatch after an open recruitment process but will be subject to prior approval from HSC.
- 5.9 CareWatch will appoint a Vice Chairperson from its membership at the first meeting following the appointment of a new Chairperson or at any point should the existing Vice Chairperson step down from the role.
- 5.9.1 The Vice-Chair will nominate themselves and shall be put to a vote with the other members.
- 5.10 The normal term of office of ordinary members shall be three years after which they may be reappointed.
- 5.10.1 An ordinary member may only serve for three terms.
- 5.10.2 The normal term of office of the Chair shall also be three years but they may only serve for a continuous period of six years after which they must stand down, although they may be elected as an ordinary member.

- 5.11 CareWatch, as an arm's length body, will recruit new members to the Panel by inviting applications from the public and the recruitment process will follow best practice.
- 5.11.1 Interested candidates will be asked to submit a brief CV including what qualities they consider they might want to contribute to CareWatch.
- 5.11.2 They must also include details of any group(s) they might represent.
- 5.11.3 Suitable applicants will be required to attend an interview, and they will be conducted in a fair and unbiased manner.
- 5.11.4 All recruitment to CareWatch will be on merit based on fair and open competition, designed to maintain the integrity and independence of CareWatch.
- 5.12 Each application will be treated on its merits, but the overriding factor is to prevent conflicts of interest for individuals, to ensure that CareWatch remains a forum for the voices of service users.
- 5.13 The interview panel for ordinary members will consist of the Chair of CareWatch and an experienced CareWatch panel member. Another CareWatch member, or member of staff from HSC may attend for the sole purpose of taking notes if required.
- 5.14 The interview panel for the Chair of CareWatch will consist of a nominee of the HSC Chief Secretary and an experienced CareWatch member. Another CareWatch member, or member of staff from HSC may attend for the sole purpose of taking notes if required.
- 5.14.1 Should an ordinary member apply for the role of Chair, they will recuse themselves from any discussions or votes related to the matter.
- 5.15 Successful applicants will be subject to a Disclosure Barring Service (DBS) check for Safeguarding purposes.
- 5.16 A member shall cease to hold their position on the panel if:
- 5.16.1 They resign their position by notice in writing to the Chair.
- 5.16.2 They are requested to resign in writing by all other panel members.
- 5.16.3 They absent themselves from 3 consecutive, or five meetings within a twelve-month period without reasonable cause. Reasonable cause is at the discretion of the CareWatch members.
- 5.17 Should the Chair vacate their position during their term of office, the Vice-Chairperson shall assume the role of Interim Chairperson for the remainder of the Chairperson's term of office, or until a new chair is recruited.
- 5.17.1 Should the Vice-Chairperson be unable to assume the role, any ordinary member of CareWatch may assume the role of Interim Chairperson for the remainder of the Chairperson's term of office.
- 5.17.2 The Interim-Chair has the right to commence recruitment for a new chair at any time.

## 6.0 Membership

- 6.1 CareWatch will consist of:
- Bella Farrell, Chair
  - Mike Read, Vice-Chair
  - David Inglis
  - Heather Reed

- Ian Carter
- Jenny Benjamin
- Molly Edington

## 7.0 CareWatch Operation

- 7.1 Meetings shall be held at such frequency as considered necessary by the Chair or members but shall always meet a minimum of four times per year.
- 7.2 CareWatch may invite individuals to attend any of their meetings, but such persons will not have any voting rights.
- 7.2.1 These individuals may be external stakeholders, experts, or members of the public.
- 7.2.2 Individuals will be invited following agreement by the CareWatch members.
- 7.3 Members of HSC may observe any CareWatch meeting, but will not have any voting rights.
- 7.4 If members wish to add an item to the agenda, this must be advised to the secretary and/or Chair at least seven working days before a meeting.
- 7.5 The agenda, meeting papers, and any other relevant documentation will be circulated at least five working days before a CareWatch Meeting.
- 7.6 If documents are not circulated within this time frame, the Chair may, at their discretion, postpone the meeting.
- 7.7 If the Chairperson is absent from a meeting, the Vice-Chairperson shall assume the role of temporary chairperson for the duration of that meeting.
- 7.7.1 If both the Chairperson and Vice-Chairperson are absent, the members present shall appoint a temporary chairperson, by a majority vote among present members.
- 7.8 Notes of the meetings and action logs will be written and circulated to CareWatch members within five working days. Members will be asked to comment on the minutes by email, and at the next meeting of CareWatch. Once feedback and amendments have been submitted and agreed by CareWatch, they will be considered signed off for circulation to the Committee.
- 7.9 Personal Data should be anonymised by either encrypting or removing personal identifiable information from data sets, so that the individuals to whom the data describes remain anonymous.
- 7.10 Members shall comply with The Data Protection (Bailiwick of Guernsey) Law, 2017. Further information in section 11.0.
- 7.11 In any vote, a member (including the Chair and Vice-Chair) shall have one vote.
- 7.11.1 A quorum will consist of five members.
- 7.11.2 If such a number are not present, any decisions made at the meeting shall not have effect unless ratified at the next subsequent quorate meeting and will have retroactive effect to the original meeting.
- 7.11.3 In the instance of equality of votes, the Chair (or where not present, the Vice Chair or Interim Chair) shall have a further casting vote.
- 7.12 CareWatch will follow good governance in their work, including the management of any conflicts of interest and observing confidentiality, further information on conflicts of interest in section 9.0.

- 7.13 CareWatch does not have the resources to deal with individual customer complaints related to HSC, these should be directed to the Customer Care Team.
- 7.14 An annual budget of £1k will be allocated to CareWatch by HSC to support their activities.
  - 7.14.1 CareWatch can request a draw down on this funding through it's engagement with CMT.
  - 7.14.2 Any unspent funds at year-end will not be carried over to the next financial year.

## 8.0 Code of Conduct

- 8.1 Members of CareWatch must adhere to the Nolan Principles and embody our core values of Independence, Courage, Trust, and Integrity in their conduct and decision-making.
  - 8.1.1 Any member or potential member requiring further information on the Nolan Principles can request this from the Chair, Vice-Chair, Secretary, or any applicable member.
- 8.2 CareWatch will seek to ensure the members of HSC adhere to the Nolan Principles.

## 9.0 Conflicts of Interest

- 9.1 Members of CareWatch will agree to and follow the CareWatch Conflicts of Interest Policy dated 24th July 2023. Members are to be provided with this policy.
- 9.2 The Declaration of interests shall be in accordance with Rule 49 of The Rules of Procedure and their Committees as replicated below:

Rule 49. (1) A Member of [CareWatch] who (or whose spouse, or any of whose infant children or any company in which the Member has controlling interest on the Member's own or their behalf) has direct or special interest in the business under consideration by [CareWatch] must not participate in either discussion or voting thereon and must immediately declare the interest and withdraw from the meeting during the discussion and voting on the matter concerned.

(2) In the preceding paragraph 'spouse' includes and co-habiting partner.

(3) Every declaration made in pursuance of paragraph (1) and the member's subsequent withdrawal from the meeting shall be recorded in the minutes of the meeting.

(4)(a) when an interest has been declared pursuant to paragraph (1) of this Rule, the officer responsible for the despatch of agenda papers shall not send to the said member and paper relevant to the matter concerned;

(b) when an interest has not been declared but the said officer has reason to believe that a member may have an interest in a matter to be discussed, he or she shall request that the Chair make enquiries of the person concerned, following which the Chair shall direct whether agenda papers relating to the matter should be withheld from the member;

(c) when the member referred to in the preceding paragraph is the Chair, the member shall refer the matter to the Vice-Chair;

(d) notwithstanding the foregoing, it shall be the duty of any member who receives agenda papers which should not have been sent to him or her by virtue of the provisions of this Rule to return such papers to CareWatch and he or she shall not disclose the content or existence of the papers to any person nor shall he or she use the information contained therein in his or her own personal interest or that of his or her family, friends, business associates or any voluntary or charitable organisation with which he or she is involved;

(e) in this Rule the expression “agenda papers” shall include the relevant section of the minutes / meeting notes of CareWatch relating to the matter concerned and any electronic communication relating to the matter concerned.

## 10.0 Confidentiality

10.1 All matters discussed at CareWatch meetings and communications between members shall be treated as confidential, unless agreed otherwise by CareWatch and HSC.

## 11.0 Data Protection

11.1 Personal data should be anonymized or removed from data sets, ensuring individuals remain anonymous.

11.2 Members shall comply with The Data Protection (Bailiwick of Guernsey) Law, 2017.

## 12.0 Approval and Review

12.1 Proposals to amend the Terms of Reference or membership can be made by CareWatch at any meeting but will require approval by both CareWatch and HSC.

12.1.1 The Terms of Reference will be updated if membership changes.

12.1.2 The Terms of Reference may be reviewed and updated if a member brings the item forward at any meeting.

12.2 The Terms of Reference will be reviewed every year, in or around November, and any changes recommended to HSC and CareWatch for approval. Should the Mandate or Terms of Reference be updated within the year, a review may not be needed.

## 13.0 Version and Update Log

| Version Number             | Date Written/Updated | Date Approved/Implemented |
|----------------------------|----------------------|---------------------------|
| V.2.0 2017 (Original)      | December 2017        | 20 December 2017          |
| V2.1 2019                  | January 2019         | January 2019              |
| <b>V3.0 2024 (Current)</b> | <b>January 2024</b>  | <b>23 January 2024</b>    |