

SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)
MEETING HELD ON WEDNESDAY 6th JANUARY 2016

SUMMARY OF MAIN POINTS

1. Managing Directors Report

The Sunderland Care and Support (SCAS) Managing Director's Report was circulated, which gave updates on attendance management, complaints compliments and safeguarding alerts, deregistration, business plan, redesigning the workforce, workforce transformation, transforming the company into a mutual organisation and CQC inspections.

Now that the sale of 9 homes (Carrdale, Ebdon Lane, Featherbed Lane, Greenbank, Braeside, Leatham, Midmoor Road, Tavistock Square and Wensleydale) to Auckland Home Solutions had been completed, the deregistration process had commenced and was to go ahead in sets of three homes at a time.

Work with the Council to convert the Company to a not for profit mutual organisation was continuing.

2. Monitoring Compliance

The Council commissioning lead attended and gave a report on contract monitoring activities, covering recruitment of new staff, carer and family survey, development of a performance framework for the company, business plan milestones, lone worker policy, CQC reports and safeguarding alerts. The report was positive and no areas of concern were identified.

3. Review of CMB and its role in relation to the Council

The Council commissioning lead responded to questions arising from discussions in previous meetings about the ongoing role of the Board in a changing environment (e.g. deregistration of homes and conversion of the Company from a Council owned Local Authority Trading Company to a mutual organisation). It was confirmed that the Council had ongoing responsibility for the quality of the services provided and would continue to monitor these and provide reports to the CMB.

4. Carers' Issues and Concerns - Blue Badge issues

The progress on applications for Blue Badges for each home was continuing and an update would be provided to the next meeting.

5. Carers' Issues and Concerns - problems with Council billing of residents' contributions

A representative from the Council billing team attended to provide clarification and answer members' queries. A new billing system was to be phased in starting in April 2016 which would hopefully address most of the issues. In the meantime the Council would work with the Company and members to try and resolve problems in the shorter term.

6. Next Meeting

Meetings for the remainder of 2016 will take place at 6pm in the Leechmere Centre on 6th April, 29th June and 5th October. All family members of residents in SCAS homes welcome.