

Family Carers Board
(Supported Living Services provided by Sunderland Care and Support)

Terms of Reference

Purpose of the Family Carers Board

The overall purpose of the Carers Management Board (FCB) is to build and maintain an open and trusting relationship with the social care provider Sunderland Care and Support (SCAS) Ltd and to work in partnership to make the supported living services operated by SCAS the best they can be for the people who live there. The Board will offer an inclusive, comfortable, and focused environment for all carers of people who are living in any of the SCAS supported living services.

The Board will provide an influential role in ensuring SCAS continue to provide high quality supported living services, have a positive focus on staff wellbeing and are inclusive of customers and family carers. This role is recognised and valued by SCAS who welcome feedback and input from members of the Carers Management Board.

The Board is independent of the social care service provider. It is hosted and supported by the Sunderland Carers Centre, which distributes papers to carer attendees in advance of meetings and provides a representative as a Board member.

The Board has a Chair and Deputy Chair as nominated by members, and a designated member acts as note taker at meetings.

Meetings will normally be held quarterly on a date and time that has been agreed by the Board. The agenda and notes from the previous meeting will be shared in advance of each meeting and all Board members will be asked to contribute towards the setting of the agenda. Special meetings may be called to address specific issues.

Aims and Objectives of the Board

- Provide a forum that is representative of carers and residents in the supported living services and promotes inclusion and collaboration between the carers and Sunderland Care and Support Ltd (SCAS).
- Gain assurance that the care and wellbeing of the people living in the supported living services is maintained to the highest standard.
- Work in partnership with SCAS to continuously develop the quality of the supported living services in line with customer and carer feedback and CAC regulations.
- Facilitation of the sharing of information from SCAS and commissioners in relation to Company updates, performance, and governance.
- Maintain and build an open and transparent relationship between family carers and SCAS as well as providing a forum through which carers can raise concerns and discuss topical issues.
- Encourage open communication and information sharing between the Board and SCAS.

Outcomes to be achieved

- The Board will have confidence in Sunderland Care and Support Ltd as a provider of outstanding care and support.
- Relationships between the Board and Sunderland Care and Support Ltd are strengthened and trust is established and maintained.
- Sunderland Care and Support Ltd recognises and engages with the Carers Management Board as a key partner for influencing and implementing positive change in supported living services.

- Carer and customer voices are heard and influence the quality assurance measures in place for supported living services.
- There is improved representation and information sharing for family carers of residents in the supported living services.

Items for Discussion

- Sunderland Care and Support Ltd will provide a business update presentation at each meeting and cover specific themes as determined by the company and feedback from the Board.
- Feedback from the Board in relation to positive or negative experiences and any areas of general concern or proposed development that need to be raised.
- Changes or updates to CQC regulations and review of inspection reports.
- Feedback from Commissioners.
- Publication or changes in national, regional, and local guidance that impacts on supported living services.
- Ideas for change and improvement to supported living services.

Attendance

Attendance and participation in the Board's affairs is open to all family carers across the supported living services, the aim being to have as representative a group as possible. There will also be a nominated representative from the Sunderland Carers Centre.

By standing invitation, representatives of Sunderland Care and Support Limited will normally be in attendance at meetings, including The Chief Operating Officer, Deputy Chief Operating Officer and other Business Managers.

If a vote is required to support decision making, voting will be restricted to those family carers present, subject to one vote per resident represented by them.

The Board will be quorate if there are 3 carer members present, as well as the Chair or Deputy Chair.

Any conflict of interest which arises must be declared.

Attendees will value people as individuals, respecting difference and diversity.

Attendees will treat in confidence all information shared in confidence.

Where appropriate members of other organisations will be invited to attend.