

**FAMILY CARERS BOARD (FCB)**  
**MEETING HELD ON WEDNESDAY 5<sup>th</sup> OCTOBER 2022**

**SUMMARY OF MAIN POINTS**

**1. Points from previous minutes (6<sup>th</sup> July)**

- The Board will write to the landlords re actions to promote energy efficiency in the homes
- TV Licencing Authority had confirmed that tenants needed to pay full licence for a TV in their rooms as well as contributing to the home licence – discussions continuing

**2. Follow up on family carers survey report**

A small working group had discussed responses to the survey to determine what actions or decisions were needed. A summary of progress to date covered:

- Raising awareness of the Family Carers Board (FCB, previously the Carers Management Board) as a conduit for all family carers, not just those attending the meetings
- 'Hybrid' approach to meetings – attending physically or virtually via Microsoft Teams
- Meeting to continue quarterly on Wednesday late afternoon / evenings
- The Sunderland Carers Centre to set up a single point of contact to seek help and advice or to raise issues for the FCB to consider
- Papers for meetings to be sent out by post or email according to preference
- The Carers Centre would promote the FCB and advertise meetings via its website and on social media – changes to the website was being worked on to improve access, expand the range of information, and improve the style of presentation
- Inclusion of a FCB section in the SCAS newsletter
- The revised Terms of Reference of the FCB had been adopted

The SCAS management team had drawn together a list of areas of work which impinged on the various general points raised in response to the survey, including:

- Environmental improvements and dealing with staff changes at Wensleydale Avenue
- Staffing and recruitment activities
- Communication and family access to company procedures
- Outreach support
- Parking at Hylton Bank

**3. Update summary from SCAS**

- Covid-19 – emphasis now on infection prevention including Covid, Asymptomatic testing discontinued and decisions on isolation based on risk assessment.
- Supported Living update – attention drawn to establishment of Cheshire Avenue services and transition of residents, and the rolling programme of decoration that was taking place.
- Supported Living quality and review – 3 service reviews Had taken place and the activities of the Tenants Association were highlighted.
- Workforce Development – information on training during July/August was provided, and reference made to company-specific e-learning, MRSA seasonal infection training, and the leadership training programme.

- HR/Recruitment – detail given on 64 new positions recruited to and the posts currently being advertised. Discussion took place about the fact that recruitment was the biggest single issue facing SCAS.
- Customer feedback - 11 compliments and 2 complaints had been received for Supported Living services for July/August 2022.
- Key quality assurance initiatives were referred to, including the review of the recruitment strategy, the recent company-wide employee survey, and the planned employee forums.

#### **4. Points raised by carers**

- A question was raised about defibrillators in homes.
- The use of prepaid cards to facilitate access to personal spending money on residents' behalf was discussed.

#### **5. Other business**

A discussion took place about the financial robustness of the company budget in these difficult times. It was hoped that the government settlement would ensure that services were protected. The Board will write to the Secretary of State and the local MPs to emphasise this point.

#### **6. Future meetings**

Planned for 2023:

- Wednesday 11th January at 4pm
- Wednesday 19th April (time to be decided)
- Wednesday 5th July (time to be decided)
- Wednesday 4th October (time to be decided)

Future meetings will be held at Leechmere, with the option of remote attendance using Microsoft Teams software.