

SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)
MEETING HELD ON WEDNESDAY 7th JULY 2021

SUMMARY OF MAIN POINTS

1. Virtual meetings

To keep in touch with events during the Covid-19 crisis, virtual meetings are taking place, using the Microsoft Teams software.

2. Update from Deputy Chief Operating Officer and senior managers of SCAS

The update report was provided in the form of an informal PowerPoint presentation

- Covid – information was provided on staff vaccination and monitoring of outbreaks. 91% of staff were being vaccinated with 99% having the first jab and 97% the second. There were currently 3 outbreaks in the Supported Living Service.
- An unannounced CQC inspection was taking place covering 10 Supported Living services and the head office management processes. Report findings will be shared.
- Information was given regarding the organisation of Quality Assurance groups and activities within the company, including the Supported Living services.
- A progress report was given on the introduction of the Positive Behavioural Support strategy, including referrals, assessments, workshops and training courses. The approach reduced the need to refer residents to nursing and other specialist teams.
- Information was provided on the Supported Living service, showing the numbers of supported residents and vacancies for mental health and learning disability services. This was proving effective in the introduction of new residents with complex needs.
- Statistics on safeguarding issues were given for the first two quarters of 2021. Emphasis was placed on monitoring of medication errors to ensure investigation and adjustment of procedures where needed.
- Workforce development data showed training activities and the key training initiatives under way. Most training had been e-learning based because of Covid, but it was hoped to resume face-to-face sessions soon.
- In Human Resources, the areas reported included the establishment of an Investigation Clinic to identify improvements, the appointment of an HR Advisor and an HR Collaborator, the use of various media for the expansion of recruitment efforts.
- For Supported Living there were 17 compliments and 3 complaints over the first 6 months of the year.
- Technology Enabled Care – RITA units (Reminiscence Therapy Interactive Activity) had been piloted in two services, with very positive feedback. A wider evaluation was being undertaken in 18 services before deciding on deployment across Supported Living, Short Break and Day Services.

- Communications – an SCAS editorial team had been set up and is looking at various methods to communicate, including newsletter, website, social media and briefing notes. It was queried whether family carers could be involved and it was agreed that this would be put to the editorial team for its consideration.
- The main areas currently under focus were summarised. They included a company Medication Policy and a review of Quality Assurance activities within Supported Living.

Members expressed appreciation at the comprehensive information presented, which demonstrated a proactive approach within the company to seeking improvement. Thanks were expressed at the tremendous efforts of staff and management, and the pride and enthusiasm shown. It was agreed that these views would be shared with the staff.

3. Points and queries raised by carers

There was some discussion about making the outcomes of the current CQC inspection available to family carers. It was agreed that this would be done and that the results would be reported to the next CMB meeting.

4. Future meetings

The remaining meeting scheduled for 2021 will take place at 6pm on Wednesday 6th October. It was hoped that normal face to face meetings can resume eventually but virtual meetings will continue until this became possible.

All family carers are invited to participate and will be most warmly welcomed.