

SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)
MEETING HELD ON WEDNESDAY 6th OCTOBER 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. CQC inspection of Supported Living services

The inspection of the Sunderland Supported Living Service had taken place from 29 June to 16 July 2021. The CQC report and summary had been circulated. An overall 'Good' rating had been received, with a 'Good' rating in four of the five categories (Safe, Effective, Responsive, Well-led) and an 'Outstanding' score in one (Caring).

Three inspectors had covered ten service areas and had detailed on-line access to documents and records. The work covered interactions with staff and residents and with families (via Experts by Experience). Medication errors and processes put in place to reduce the risks had been examined. It was observed that systems and processes had improved over the past 24 months and that improvements still in progress would be followed up at the next inspection.

Targets for the future that had been raised by the inspectors included the reduction of office type environments in the home and possible phasing out of the shared vehicle model to give residents greater choice. The need to consult with carers when planning changes had been highlighted at the meeting.

3. 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, testing and monitoring of outbreaks. Of 95% of staff consenting to vaccination with 98% had received the first jab and 97% the second. 299 of 317 Supported Living residents had received the first jab and 199 the second. Symptomatic test results showed a downward trend.
- Supported Living developments and reforms discussed included a strategy of encouraging agency staff to apply for permanent posts, a 'train the trainer' initiative and the introduction of a new Adult Social Care system which would facilitate paperless working and reduction of office space.
- Safeguarding figures showed analysis by type of incident and perpetrator. 25 incidents reported in Supported Living during July/August.
- A chart showed the numbers of staff trained during July/August by type of training. Initiatives highlighted were equality and Diversity, Oral Health and Values. Some face-to-face training was being provided safely in the Leechmere seminar room.
- Under the HR/Recruitment heading, attention was drawn to the review of PVH contracts, an investigation toolkit for managers and the appointment of an HR Manager.

- Figures showing compliments and complaints over the last two months included 6 compliments and 3 complaints relating to Supported Living services. A process was in place to support those making a complaint.
- Communications activities were presented with emphasis on the Customer Newsletter, which was receiving very positive feedback.

4. Points and queries raised by carers

Issues discussed included possible family carer access to company newsletters, more detailed explanation re the resumption of some face-to-face training and arrangements to indoor visits to homes.

5. Revival of face-to-face CMB meetings

The possible resumption of normal meetings during 2022 was raised and discussed. After the lengthy hiatus during Covid restrictions it was considered appropriate to review the future operation and scope of the Board at this stage and how the needs of all families with loved ones in Supported Living services might be better met.

It was agreed that the January 2022 meeting would take place at Leechmere as a trial run of post Covid face-to-face meetings. The main part of the meeting would be to consider the future constitution and operation of the Board with a view to reaching out to the widest possible membership at the April 2022 meeting (Covid permitting).

6. Future meetings

The following meetings were agreed for 2022, to be held at Leechmere if possible:

- Wednesday 12th January at 6pm
- Wednesday 6th April at 6pm
- Wednesday 6th July at 6pm
- Wednesday 5th October at 6pm

As noted above, the meeting on 12th January will be a special meeting to consider future operation of the CMB.