

**SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)**  
**MEETING HELD ON WEDNESDAY 12<sup>th</sup> JANUARY 2022**

**SUMMARY OF MAIN POINTS**

**1. Virtual meetings**

It had been hoped to resume face-to-face meetings, but this had not been possible. This was again a virtual meeting using the Microsoft Teams software.

**2. Update from Chief Operating Officer and senior managers of Sunderland Care and Support (SCAS)**

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

- Covid-19 – information was provided on Covid-19 response and staff vaccination. Of 95% of staff consenting to vaccination 100% had received the first jab, 97% the second and 45% a booster. Absence due to sickness or isolation had increased sharply with 73 staff and 15 residents testing positive. All services remained open.
- Supported Living updates and reforms new service manager appointments, the formation of a tenants' association forum and health and safety quality audits. There had been 21 supported living safeguarding concerns.
- A chart showed the numbers of staff trained during November/ December, with various initiatives being highlighted.
- HR/Recruitment – items highlighted were the investigation toolkit, sickness monitoring and support and the Recruitment Working Group.
- 5 compliments and 4 complaints had been received over the previous two months. A monthly forum was held to review and learn from these.
- Communications activities were presented with emphasis on the Customer Newsletter, equality and diversity awareness and the use of Facebook to promote company activities.
- Quality Assurance activities included the assisted Technology Roadmap Programme, interactive care planning and person-centred risk management.

**3. Future operation of the Carers Management Board**

After two years of sparsely attended virtual meetings during the Covid restrictions, it was felt that the time had come to assess the Board's position going forward. Before face-to-face meetings were resumed it was agreed to revisit the Board's purpose and operation to consider how it may be better organised to serve the needs of family carers in the future. Comments of those present (carer attendees, Sunderland Carers Centre representative and SCAS senior management) strongly supported the Board's continuation.

In discussion it was agreed that the existing Terms of Reference should be revised to better reflect the collaboration and partnership working that had developed during the 10 years of the Board's existence. It was noted that although membership had widened slightly from the original 20 or so homes, it was by no means fully representative of the 74 present day Supported Living services. Discussion centred on how to improve this situation to enable the Board to be more effective going forward.

Actions agreed:

- Redraft the Terms of Reference in more inclusive language which could be more easily and widely understood.
- Family carers of those residents in Supported Living to be consulted about what forms of communication and engagement they would like to see. A survey form would be drafted.
- The two draft documents would be agreed by the Board and then sent out by post to the families, asking for their responses to be returned to the Sunderland Carers Centre.

The results of the survey would be used to guide decisions on how the Board would operate in the future.

#### **4. Other Business**

Thanks and appreciation were expressed to all staff and managers at SCAS for the tremendous improvements that had been made over the years, and which continue to be made. The attitudes and motivation displayed were truly exceptional. Members asked for these comments to be fed back to all concerned.

#### **5. Future meetings**

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

Wednesday 6th April at 6pm (subsequently decided to be a virtual meeting)

Wednesday 6th July at 6pm

Wednesday 5th October at 6pm