

SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)
MEETING HELD ON WEDNESDAY 6th APRIL 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 summary from Chief Operating Officer and senior managers of Sunderland Care and Support (SCAS)

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

- Covid-19 – information was provided on Covid related absence, asymptomatic testing prior to each shift and staff vaccination uptake. All services had continued to operate.
- Supported Living updates – a new service development was highlighted. Service reviews were taking place in two services.
- Staff training statistics were presented with areas emphasised being refresher training, transfer to e-learning and links with Sunderland College.
- HR/Recruitment – items highlighted were the review of recruitment and selection processes, and the draft 'People Plan Framework'.
- 12 compliments and 3 complaints had been received for Supported Living services.
- The Communication and Engagement Plan for 2022 was complete. Other items mentioned the recent Apprentice Week, 'random acts of kindness, and Facebook activities.
- Quality Assurance activities included the Financial Assurance process being developed, a Training Needs Analysis for registered managers, and Community of Practice themes.

Comments were made about the ethos of constant improvement that was evident in SCAS. There was discussion about capture and recording of compliments. One member commented that the level of communication between the home of their relative and themselves had never been better.

3. Future operation of the Carers Management Board

At the previous meeting it had been decided to revisit the purpose and future operation of the CMB, and to seek the views of family carers across the Supported Living services. Three draft documents had since been developed:

- revised Terms of Reference
- family carer questionnaire
- covering letter to family carers

The documents were discussed, and some further amendments were considered and agreed. In addition, an 'easy read' flyer about the Board and its next meeting would be produced by the Carers' Centre and included in the final pack to be distributed to the family carers.

A plan was formulated to personally deliver the packs via the residents' homes in good time for the questionnaires to be completed and returned to the Carers' Centre before the Board's next meeting on 6 July 2022. The responses will be analysed and discussed at the July meeting.

4. Other Business

Attention was drawn by a member to the exceptional dedicated support given by staff at Hylton Bank when their son was taken into hospital.

5. Future meetings

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

Wednesday 6th July at 6pm

Wednesday 5th October at 6pm