

FAMILY CARERS BOARD (FCB)
MEETING HELD ON WEDNESDAY 6th JULY 2022

SUMMARY OF MAIN POINTS

1. Face-to face and remote meetings

This was the first face-to-face meeting since pre-Covid times but with some people attending remotely using the Microsoft Teams software. It is intended that such 'hybrid' meetings will be the norm for the future.

2. Future operation of the Carers Management Board

All family carers of residents in Supported Living services had been invited to complete a survey questionnaire. 300 packs had been distributed to families and 31 responses had been received. The results of the survey were presented and discussed.

The revised Terms of Reference for the Board were agreed, subject to the name being changed to 'Family Carers Board'.

A small working group will consider the issues arising from the survey and recommend follow-up actions to the October meeting of the Board to move things forward.

Question 10 of the survey had invited any additional suggestions and comments about the CMB, or about communication in general regarding any aspects of the Supported Living services, and various points had been put forward. These will be considered by the SCAS management team to determine any actions required to address the issues raised.

3. 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 - staff vaccination uptake was virtually unchanged now. Absence figures and Covid outbreaks were reported. Policy and procedures had been updated in line with government guidance.
- Supported Living updates – a new structure was being introduced with four divisions – Autism, Mental Health and Forensic, Learning disability and Physical Complex Care.
- Workforce Development - training statistics were presented showing commitment to skills development, highlighting Sunderland College courses, Virtual College training and the Dementia Bus.
- HR/Recruitment – 64 new positions had been created and posts were being advertised for the new divisional structure.
- 15 compliments and 7 complaints had been received for Supported Living services.
- Key quality assurance initiatives were referred to, including ResQue mat equipment and training, mandated staff training, and the review of the staff placement programme.

4. Points raised by carers

- Difficulties experienced in communicating with the Council over a resident's finances were discussed and would be followed up by SCAS.
- There was discussion over the fact that residents contribute towards utility bills but have no control over energy use in the home. The need to minimise wastage would be raised within the services.
- An issue was raised regarding residents needing to have a full TV licence for TVs in their rooms, whilst also contributing to the home's communal licence. Attempts will be made to clarify this issue in relation to tenancy and housing benefit rules.

5. Future meetings

Planned for the remainder of 2022:

Wednesday 5th October at 6pm

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