

FAMILY CARERS BOARD MEETING HELD ON JANUARY 11TH 2023.

SUMMARY OF THE MAIN POINTS

1. Points from previous minutes (5th October 2022)

Discussions with landlords remain ongoing in respect of promoting energy efficiencies in the homes. Landlords are mindful of the need for energy cost effectiveness and are taking this on board.

The finance department are in continuous discussions with landlords, sharing ideas as to how to make homes more energy efficient eg using better fitted window frames and solar panels. It is recognized that older properties are more difficult to make energy efficient, but any further improvements will be done with the future in mind.

2. Follow up on family carers survey report.

It was decided that in view of Bill and Nick's absence from the January meeting, this would be deferred until the next FCB meeting on April 19th.

3. Letter to the Secretary of State

DT was to compose and send a letter (after approval) to the Secretary of State for Health and Social Care and local M.P.s regarding concern about possible future cuts. Due to several changes in government, the letter was not sent, but the situation would be closely monitored.

4. Update summary from SCAS

Covid-19- The trend for staff absences because of Covid is dropping. Risk assessment is continuing to be used for both staff and residents.

Upgrades to services- There have been upgrades to some of the services including Tavistock Square, Reedling Court, Godfrey Road, Washington Old School and Hylton Bank.

Recruitment- This continues to be a challenge, but the process is consistently reviewed.

Over Night Management- A Service Manager and a Team Leader have been recently recruited to provide support for waking night staff.

New Care Plan- Implementation of a newly designed Care Plan for residents will begin in January 2023.

Quality Assurance- SCAS continually strives to improve in these areas, with specific reference safeguarding, medication management, customer led communication, and equality and diversity.

Customer feedback- 57 compliments and 8 complaints had been received for Supported Living services for October/November.

Workforce development- SCAS confirmed their commitment to training. It remains a priority for them.

5. Points raised by Carers

A question was raised about customers' cold weather payments.

As with the last meeting, there was a question concerning pre-payment cards.

There was a question raised about a customer's life insurance, and how to contact the relevant agencies.

Parking at Hylton Bank was discussed.

There was some discussion around the possible effect on services should there be a strike.

There was a question raised by a Carer highlighting the importance of ensuring that recruited/agency staff have a good command of English, particularly when communicating on the telephone.

A question was asked about what, if anything, was done by the Company to recognise long-term members of staff.

One carer asked about the movement staff to a different home, who perhaps did not want to be moved, and the effect it might have on customers.

6. Other business-A brief discussion took place at the end of the meeting reflecting on whether the earlier time of 4.00pm influenced attendance. It was concluded that it hadn't, therefore it was decided that the next meeting would be kept to 4.00pm.

7. Future meetings

Wednesday 19th April at 4pm

Wednesday 5th July at 4pm

Wednesday 4th October at 4pm

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