

## FAMILY CARERS BOARD MEETING HELD ON JULY 19<sup>th</sup> 2023

### SUMMARY OF THE MAIN POINTS

#### 1. Charging of utility costs

A SCAS finance representative attended to explain the new system for charging residents for utility costs. No invoices had been sent out for 2022-23 and these charges had been waived. Invoices covering April-June 2023 would be sent out to residents' financial representatives soon. Billing would be quarterly thereafter. Costs were collected from the original bill payers and aggregated to give an exact apportionment for each resident.

#### 2. Follow up on family carers survey report

- A further meeting of the working group had taken place and the web site had been finalised, apart from minor changes. A demonstration was given to the meeting. The web site address is <https://sunderlandcarers.co.uk/familycarersboard/>.
- Other ways by which the Carers Centre could disseminate information about the Carers Board were social media and newsletters. Work was under way to set up a Family Carers Board section in the Carers Centre newsletter which would also be mirrored in the SCAS newsletter.
- Active ongoing discussions were taking place between the Company and the Carers Centre on achieving closer engagement with the families, either via the Carers Board or through other events and initiatives. Progress would be reported as ideas were developed.
- A proposal was discussed to change the frequency of the Carers Board meetings to three per year in February, June, and October. The summer meeting would have a radically different format, less formal themed or open sessions covering items of interest. There would be ongoing discussion to develop this further.

#### 3. Update summary from SCAS

- Supported Living update – areas covered included refurbishment of homes, refurbishment of homes, the overnight management service and recruitment of business and service managers.
- Human Resources – topics highlighted were employee wellbeing, employee ambassadors and the agreement of an employee code of conduct.
- Workforce Development – information on staff training during Apr-Jun was provided, and contract with Sunderland College for Health and Social Care apprenticeships was referred to.
- Customer feedback - 9 compliments and 6 complaints had been received for Supported Living services for Apr-Jun 2023.
- Quality assurance initiatives were reported on, including the work of the Customer Editorial Group and progress on the TLAP programme (Think Local Act Personal).

#### 4. Points raised by carers

Several members commented on the quality of service received by their loved ones and the positive effect it had on their happiness and wellbeing.

## **5. Future meetings**

Planned for 2023:

Wednesday 4th October at 4pm

Meeting dates for 2024 will be agreed at the October 2023 meeting. All meetings will be held at Leechmere, with the option of remote attendance using Microsoft Teams software.