

FAMILY CARERS BOARD MEETING HELD ON FEBRUARY 14th 2024

SUMMARY OF THE MAIN POINTS

1. Meeting arrangements going forward

The 'drop in' event was discussed, proposed to take place on the afternoon of 12 June during Carers Week. It would be organised by the Carers Centre in partnership with SCAS. Partner agencies would be invited to attend and provide information stands. The Family Carers Board would also have a stand. The intention was to invite family carers of residents in Supported Living homes to meet and mingle in an informal setting, with the opportunity to share thoughts and to seek information. Refreshments would be provided.

More detailed points emerged during discussion. There was general agreement to go ahead with event, which would be preceded by a cut down version of the normal meeting. A planning group would be convened to take this further.

The format of the normal Board meetings was also discussed.

2. 'Making it Real' initiative

The aim of the initiative was to enhance the services provided to individual residents. It is linked to the TLAP (Think Local Act Personal) principles, which also underpin the work of the CQC (Care Quality Commission). Customer Advisory Groups were being set up which would feed into a committee which would meet monthly, chaired by a 'customer' and having representatives from SCAS and relevant agencies. It was also hoped to include a family carer representative, and initial actions towards achieving this were agreed.

3. Update summary from SCAS

- Supported Living (Autism, Mental Health, Learning Disability and Complex Care) – changes in specific services were mentioned, including two new service provisions, one service decommissioned and refurbishment work in the homes. Reviews of two services were being carried out.
- Workforce Development – information on staff training during Oct-Dec 2023 was provided. Efforts to increase compliance with recommended training continued towards a target of 90%.
- Human Resources – sickness absence levels were shown for the period Oct-Dec 2023. A programme of wellbeing related employee communication, and the recent workforce engagement event were referred to. Staff retention and recruitment were discussed. Current turnover was 7-8% and it was noted that 60-100 job applications had been received since December.
- Customer feedback - 11 compliments and 1 complaint had been received for Supported Living services for Oct-Dec 2023.
- Quality assurance items reported on included the 'Making it Real initiative, the introduction of a care planning IT system, and the leadership training strategy.

4. Future meetings

Dates scheduled for 2024:

Wednesday 12th June

(Carers Week – short meeting at 12.30 followed by open event from 2pm)

Wednesday 16th October at 4pm

Dates scheduled for 2025 (provisional):

Wednesday 12th February at 4pm

Carers Week meeting on a Wednesday in June (date and time to be determined)

Wednesday 15th October at 4pm

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