

FAMILY CARERS BOARD MEETING HELD ON OCTOBER 4th 2023

SUMMARY OF THE MAIN POINTS

1. Matters arising

Following some issues arising from the procedure for circulating details of the previous meeting to members, a small group had met to review and improve this. A protocol was agreed for arrangements for future meetings.

2. Meeting arrangements for 2024

Following considerations arising from the outcome of the family carers survey originally carried out in 2022, some thoughts were put forward about the format and frequency of future meetings.

The proposal was for three meetings a year in February, June and October, with the June meeting being an integral part of the Carers Week events organised by the Carers Centre. The aim was to provide an opportunity for family carers of Supported Living residents to participate in a less formal setting. Additional topics of interest would be included.

A carers event was envisaged during Carers Week to which partner agencies would be invited to contribute. The Family Carers Board would have its own input, providing information and being available to talk to family carers about what the FCB is about.

The ideas put forward were generally agreed and will be developed further.

3. Update summary from SCAS

- Supported Living (Autism, Mental Health, Learning Disability and Complex Care) – areas covered included home developments and improvements, ongoing service reviews, the overnight management service and recruitment of business and service managers.
- Workforce Development – information on staff training during Jun-Aug was provided and new training initiatives were mentioned. Five new apprentices had been appointed.
- Human Resources – topics highlighted were sickness absence and staff turnover levels, the programme of wellbeing related employee communication, and the drafting of a Menopause Policy.
- Customer feedback - 12 compliments and 1 complaint had been received for Supported Living services for Jul-Aug 2023.
- Quality assurance items reported on included recommendations from the Whorlton Hall review work, the CQC single assessment framework, the new governance structure and the first customer-led newsletter.

4. FCB web page (<https://sunderlandcarers.co.uk/familycarersboard>)

The 'slider graphic' had been added to the Carers Centre home page. Suggestions regarding the addition of a brief strapline to the FCB website logo were discussed.

5. Carers Centre Newsletter

The September issue included a section on the Family Carers Board. It summarised what the Board is about and featured details of the new website. The same details can be found on the website.

6. Future meetings

Dates scheduled for 2024:

Wednesday 14th February at 4pm

Wednesday 12th June (Carers Week meeting – time to be determined)

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.