

SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)
MEETING HELD ON WEDNESDAY 3rd APRIL 2019

SUMMARY OF MAIN POINTS

1. Departure of Philip Foster

Philip had left SCAS to take up an 18 month secondment as Managing Director of the Sunderland 'All Together Better Alliance' the object of which was to establish more integrated 'out of hospital' services through partnership working.

The Chair recognised Philip's enormous contribution and achievements in building up a successful service from very difficult beginnings in which the Carers' Board had been set up in 2011. This included the formation of Care and Support Sunderland Limited (CSSL, later incorporated into SCAS), dealing with the many problems to establish a stable viable operation and guiding the company through very stringent financial cutbacks whilst minimising the effects. Heartfelt thanks were expressed to Philip and a farewell presentation was made.

Philip had been replaced during his secondment by Graham King who was very well qualified, having managed the services from the Council side and being involved in setting up CSSL and subsequently SCAS.

2. Chief Operating Officer's Report

The Sunderland Care and Support (SCAS) Chief Operating Officer's Report was circulated. Graham King made some introductory remarks to members before highlighting the contents of the report covering: attendance management, inspections - CQC/OFSTED, deregistration, new senior management arrangements, restructure and reorganisation, performance update and financial performance.

- Attendance management - performance information provided - sickness absence at end of February was 11.34 days per FTE with the projected figure for the financial year being 12.36 days compared to the target of 8 days per FTE.

- Inspections - CQC/OFSTED

CQC inspection reports received for Rubicon Rise, Meadow Rise, Villette Lodge and 2 Fenwick Close. All outcomes graded 'good' and reports available on the CQC website.

- Deregistration

Services in the process of being deregistered as care homes to become supported living schemes were Blackwood Road, 1-3 Fenwick Close, Fontburn Court, Hylton Bank, Meadow Rise, Rubicon Rise, Serlby Close and Woodland View.

The remaining registered care services were Farnborough Court, 210 Grindon Lane / Doric View / Grindon Mews (short break services), Villette Lodge Assessment Unit, Shared Lives scheme and Community Services, reablement and all services delivering personal care activities.

- New Senior Management Arrangements
 Graham King - Chief Operating Officer and Board Member
 Ann Dingwall - Deputy Chief Operating Officer
 Emma Anderson - Deputy Chief Operating Officer
 Darren Lough - Deputy Chief operating Officer
 Elected members on SCAS Board remained unchanged
- Restructure and reorganisation
 The new staffing structure had been implemented, new shift patterns and rotas had been introduced and 44 employees had left with VR. SCAS was adopting the Council NJC pay agreement for 'Green Book' employees.
 A number of points were discussed relating to stability and continuity, the importance of the 'key worker' concept, shift patterns and recruitment options, and the appropriate balance of male/female staff in homes.
- Performance Update
 17 vacancies across supported living schemes, 15 customers in shared living schemes and 14 receiving outreach support. 2 ongoing formal complaints in progress.
- Financial Performance
 Final accounts for 2018-19 would show a deficit of £1.6M, to be funded by Sunderland City Council as the sole shareholder. In 2019-20 SCAS faced pressures of £0.79M.

3. Contract Monitoring

Report received and noted covering Quarter 3 of 2018/19. No concerns identified.

4. Carers' Issues and Concerns

- There were queries about the clarity of the deregistration process. An explanatory summary document would be provided.
- A specific issue was raised about proposed accommodation changes, which would be followed up individually.

5. Next Meeting

- Wednesday 3rd July 2019 at 6pm in the Leechmere Centre
- Further scheduled dates for 2019:
 Wednesday 2nd October