

SUNDERLAND CARERS' MANAGEMENT BOARD (CMB)
MEETING HELD ON WEDNESDAY 2nd OCTOBER 2019

SUMMARY OF MAIN POINTS

1. Matters arising from the minutes of the meeting of 3 July 2019

- All Supported Living homes had been deregistered and lessons learned from the communication process would be applied in future situations.
- The benefits of the key worker system were discussed. The role was being reintroduced following the recent organisation and staffing structural changes.
- The suggestion made to invite a representative of the Council benefits team to attend a meeting was discussed and a separate meeting to cover benefits and related issues was proposed to take place between the January and March 2020 meetings.

2. Chief Operating Officer's Report

The Sunderland Care and Support (SCAS) Chief Operating Officer's Report was circulated. The contents of the report were highlighted by Graham King and covered attendance management, deregistration of Supported Living services, recruitment, key worker process, SCAS Business Plan, CQC action plan process, customer holiday policy, and inspection / compliance.

- Attendance management - performance information provided - sickness absence twelve month average was 11.02 days per FTE.
- Deregistration of Supported Living services
All Supported living schemes had been deregistered as care homes. The step by step process that had been followed was outlined.
- Recruitment - 105 permanent appointments had been offered, 89 to external applicants and the remainder to existing agency staff.
- Key worker process
The role was being reintroduced. Key workers would take the lead on supporting residents' lifestyles and ensuring that care plans were maintained and shared with colleagues to ensure continuity of care.
- CQC Action Plan progress
Progress was reported against the action plan. The registration of the Community Support Service was being separated into two - Supported Living and Domiciliary Care. Activity streams were summarised, covering training, information capture, capacity assessment documentation, programme coordination, review of guidance documentation and final audit in December.
- Customer holiday policy - confirmation of the policy in place to enable and support residents' holidays.
- Inspection / Compliance
A recent Ofsted inspection of Grace House showed a 'good' overall rating with 'required improvement' in Leadership & Management & Protection of Children. This was a positive outcome in the light of major changes that had taken place.

Graham reported a much improved financial situation with the accounts now in balance and the possibility that the allocation of additional national social care funding may help the position next year. It was also stated that the SCAS Board membership may be extended to include carer representatives.

3. Carers' Issues and Concerns

Concerns had been raised about instances where incorrect medication doses had been administered. These instances had been addressed via review and retraining. It was noted that a detailed policy was in place in this area, the awareness and observance of which could usefully be reinforced by review of practices and training / mentoring as necessary.

4. Next Meeting

Meetings for 2020 are planned to take place at 6pm in the Leechmere Centre on the following dates:

Wednesday 8th January 2020

Wednesday 1st April 2020

Wednesday 1st July 2020

Wednesday 7th October 2020