



Board Meeting

MEETING NOTES

Tuesday 8th November 2022 7pm at Sue's home

Present; Stephanie Bradley; Graham Mitchell; Jean Parker; Sue Richards; Veronika Susedkova; Jon Walker; Jan Walters.

1. Minutes of last meeting agreed (saved to NextCloud);
2. Matters arising:
 - Sue has now interviewed Tracy as agreed and is satisfied that it is in the best interest of the Service to appointment her as part time Care Coordinator on a permanent basis. Will stay on a 20 hour contract with an increase to 25 hours for Oct, Nov and Dec due to current workload/backlog. Jan will write to confirm this with permanent Contract (being reviewed with Danielle and Clare 14/11);
 - Clare, Danielle and Tracy all put in additional hours in preparation for the CQC inspection and these have been paid;
 - Danielle and Tracy have been required to work additional care hours due to staffing position (Covid absence) and Sue has agree that these will be paid in addition to their normal wage – hopefully this will be kept to a minimum going forward. Sue no longer covering care shifts;
3. Regulated Services: summary from Jean on SLACK;
 - Very pleased with “Good” rating from CQC and Board extends their thanks to the whole team for the effort put in to achieve this. Some concerns raised about the extent of additional hours required to prepare but acknowledged that RM has only recently returned to full time hours and that hopefully this level of preparation will not be needed again for inspection purposes. Jean pointed out the similarities between this and an OFSTED inspection in schools which always warrants additional work being put in;
 - Kirklees Council list – have heard this week that our application not successful- Danielle suggested that relatively minor issues – one being evidence of performance which should now be satisfied with CQC rating. Jean & Jon to meet with her on 10/11 to assess and deal with issues at earliest opportunity; Sue will follow up with her KC contacts on her return from holiday;
 - DBS – review of provider as concerns over speed. Veronika did not share this view in respect of her experience with other providers. Also noted that the Covid benefit of discounted checks has now stopped and with increase to £60 per person (another reason to work hard on staff retention issues);
 - Staff and User Member Contracts review – Jan meeting with Clare & Danielle 14/11 – support from Amanda Hawrot as and when required and very much appreciated;
 - Complaint from a User member about a social media posting – apology has been accepted. Actions required in relation to this:-
 - i. Urgent review of Social Media Policy – Nicky is undertaking policy reviews and will prioritise this one;
 - ii. All and every social media or other posting/advert will go via CCCV channels **ONLY** and will need to be authorised by either Steph or Mark Kelly (or whichever Board Member holds responsibility for marketing and publicity from time to time);
4. Business & Finance:-
 - i. Finance Group update – Jon's Reports on SLACK;
 - ii. Very positive to note the sharp decrease in contracted hours unused this month and also that the impact of losing 3 users on the paid hours has not been too heavy – however noted that this was mainly due to double up calls;

Not so positive in that the general trend is still far too slow and it is essential that we increase number of hours delivered significantly over the next few months – KC referrals are crucial to this as not only will we benefit from a high number of users on rural rate but it should enable us to “replace” users who either die or need to move in to residential care quickly;

Decision to increase charge out rate to £25 per hour for new users with immediate effect and from 01/01/23 to existing users – Jan will draft a letter setting out reasons to go to all but Danielle will have her usual discretion given her detailed knowledge of individual circumstances etc;

- iii. Action Group on staff wages noted as being successful and the views of staff members who attended very informative and much appreciated. Jan will draft a letter to staff to set out the decisions most of which will become effective 01/01/23;
 - iv. Register of Interest: Tracy has stepped down from Board with immediate effect due to her own position and also because another family member has now joined the staff;
5. Next Meeting will be AGM – 7pm on Tuesday 29 November (zoom) – Graham will be sending out invitations and Clare/Danielle/Veronika will make sure all staff and users are invited.