

People Directorate
Provider Services - Adults



**Staff Team Meeting with
Helen Woodland
17th September 2014**

PRESENT:

Helen Woodland (HW)
Ricky Rossiter
Di Selby (DS) - minutes
Beccie Dries-Hemmings (BDH)
Gloria Kilshaw (GK)
Juliette West (JW)
Heidi Hunns (HH)
Mike McQuillan (MM)

APOLOGIES:

Karen Robinson (KR)
Kevin Lancashire (KL)
Claire Rodgers (CLR) - Reception
Anna Cooper (AC)

Beccie - explained that Woolston had strong community links and others were in the pipe line. Discussed feedback of the SWOT analysis.

Positives:-

- Strong community links.
- Flexible staff team.
- Positive staff team.
- Complex client needs can be accommodated.
- Location of building good with bus links
- Lots of links with external organizations in the private sector and voluntary.
- Service user peer support - very high.
- Employment opportunities coming through.
- Provide out of hour activities.

Community projects – link with the community café – set up stall and helped to run it.

Ageas Bowl – Greg Stuart contacted WCC works for charity who can help with funding to support individuals into voluntary work. i.e. catering workshops, gardening.

They run literacy and numeracy courses which are Level 1 certificated courses. Healthy lifestyles. Also help to move on – employment opportunities – very positive.

Client reviews – recognize care management very stretched but we do/could complete the reviews.

Setting up clear goals and outcomes – prevents stagnation.

Noted 5 clients in residential units but still receiving day service from us.

Helen

Discussion about residential clients and who should provide care/service for them.

Talk about what happens at the end of this process.

Staff at Woolston are in a better position to carry out reviews.

Who do we provide service to?

Community Centres are not going anywhere - trust, consistency - important.

More direct payments – big challenge to staff and carers.

Support brokerage – is this care manager job?

We need to think about structure – social enterprise registered as PA's.

At present can only work with critical or substantial – will get harder and have more complex needs.

Range of options – can't fund raise, cross fund, can't apply for grants.

Don't lose vital and what we do as staff team do well.

Find out what is needed out there.

Big gap in market for employment.

Travel training and independence training.

ACL funding available if not in council.

We have already Strong understanding of skills already that we will need.

Brokerage

Direct payments.

RR would like to see younger day service and older day service.

Care Act coming in April –service user's will have own personal budget. What help and support can we give them?

Next meeting at WCC older carer's are coming too.

Mike – discussion

Re expanding day services i.e. flexible hours – offering evenings and weekends.

To increase hours at Day Centre's – can't do due to high costs.

Always need building bases services but have too many at present – for complex needs.

Trading arm - discussion.

Could maintain service user's that are still here.

Can made profit for service.

Can fund raise.

Unit cost at present is very high.

In future we could run it ourselves.

Sustainability

If you have criteria eligibility you will still receive your service.

Charging policy?

Lost 25 service users but were critical.

To remember we are pioneers of what happens.

Some concerns raised over critical and substantial.

Over a building for one category lose diversity of individuals and natural support.

Assessment, support plan and service.

We are in the right place to carry out assessments.

Essential that Care plans are completed fully/ thoroughly.

Not great at lead their own support but we are as a service.

Helen at Sembal 25.09.2014 for meeting.

We can talk about:-

Trading arm

Social enterprise

Collective

Mutual's

Lacto was under the umbrella of City Council – problem is cost.