

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 22nd August 2023 at 5pm at Redland Meeting House

Present: *Board Members:* Tim Wye (Chairperson)
Jo Gray, Tomas Hazelle, Andrew Lux,
Geraldyn Meehan, Julia
Richmond
Avenue House: Caroline Cooper, Karen Parkin (minutes)
Via Zoom: Melanie Mackintosh, Jerry Oliver, Chris Szpojnarowicz

1. Moment of Silence

In accordance with our Quaker values, a moment of silence was taken prior to the start of the meeting.

2. Apologies and welcome

Apologies received from Christopher Denman and Claire Argrave

3. Agreement of minutes of the meeting held on 23rd May 2023

The minutes of the meeting held on 23rd May 2023 were agreed as being a true account of the meeting and were signed off by the Chair.

4. Board Membership

We are still looking for another clinician to join the Board along with any other willing members.

5. Financial Report by Bishop Fleming

Actions arising from previous meeting:

- o *Tim W and Chris S to meet to conduct a 6-month budget review – COMPLETED. All ok at present.*

- Current year to date surplus of £13.5k.
- Avenue House is down on budget by £10k year to date. This is due to 2 vacancies whilst building works are ongoing. The Board are not concerned at present.
- Utilities – we are still in a fixed price period, so we have not experienced any huge rises yet.

6. Verbal update from Manager including incident reporting.

Actions arising from previous meetings:

- o *Look at sickness policy / T&Cs – see point below.*
- o *Check our Social Landlord status with Lawyers as Social Regulation Bill applies to Social Landlords only (Tim W) – ongoing. Some flats are not self-contained so would it be classed as a House of Multiple Occupation (HMO)? **Tim has since checked this – it would not be classed as an HMO.***
- o *Dementia unit report by Daksha to be circulated to Board (Karen) – COMPLETED. All points raised by Daksha still stand. It is unlikely that we would get registration for dementia care. To re-visit in 12 months.*

Avenue House

- We currently have 25 permanent residents. 1 resident is in hospital. Another resident has moved to a Nursing Home. 1 new resident will arrive on Friday bringing us to 26 residents, leaving 2 vacancies.
- There has been a varied schedule of events including children from the Nursery visiting twice a week. Today some residents were invited to visit the nursery, which they really enjoyed – especially seeing the babies. We are celebrating a resident's 100th birthday on Saturday.
- 2 staff have Covid, however not within a 14-day period of each other.
- 1 staff member is undertaking her level 4 lead practitioner training which will enable her to progress from a Senior role to a Supervisor role. This is government funded and will be provided by T2 training.
- Training for the Electronic Care Plans is being carried out this month and will be implemented in early September.
- Our Infection Control Policy is due to be reviewed by Markel.
- Residents to be consulted regarding new furniture for the conservatory.
- Resident and Relative Satisfaction Surveys have been sent out this week.
- Avon Fire are carrying out a fire audit on Avenue House tomorrow.

Kirwin House

- Fully occupied.
- A fire audit was carried out on 24th May. No recommendations.

Lansdowne House

- Fully occupied.
- A fire audit was carried out on 24th May. No recommendations.

Incident Reporting

- 1 incident – a resident fell and suffered a fractured hip. CQC informed.

Staff T&Cs

- A Health Cash Plan was discussed. To look at provider options and check with Bishop Fleming about whether this would be classed as a trivial benefit by HMRC if we were to pay for it. **Action: GERALYN / CAROLINE**
- Absence: it is a challenge to balance offering more generous Occupational Sick Pay (OSP) against those that treat it as an entitlement. A range of options were discussed including increasing the “waiting days” to 7 (so that SSP would cover the first week) and then offering increased OSP to those with 5 years' service. **Action: CAROLINE and GERALYN to create a list of options.**

7. Conservatory / Front Extension Update

Actions arising from previous meetings:

- *Liaise with contractors with regards to making more outside space for residents whilst work is ongoing – COMPLETED.*
- *Encourage use of Kirwin House garden and invest in more outside furniture – COMPLETED.*
- *Look at permits for road parking – COMPLETED. Not worth it as not able to get many permits.*

- A few niggles have resulted in the completion date being delayed by a week – now 13th October. To keep an eye on this as the insurance is only valid until 16th October. **Action: Caroline / Tim**
- It looks really good. Residents are happy and the builders have been very courteous.

8. Community Services

- Tomas gave a review of his work so far, for which the Board are very grateful.
- There is very little on offer in our area: Ablecare try to offer a Community Service but do not get much uptake.
- Offering this provision could benefit those in Avenue House that do not have dementia – it could be separated out as a specific lunch club away from the dining room)
- To look into 'Social Prescribers' (e.g., GPs) **Action: Tomas**
- All were keen to set this up.

9. Business Risk Register

Caroline to circulate the current Business Risk Register. **Action: Caroline**

10. Update on Business Plan

Actions arising from previous meetings:

- Workstreams – Board to continue to report back on any progress:

Workstream	Who	Timescale	Comment
Conservatory		From now until October	All going well. Projected completion date is 13 th October. Regular site meetings being held.
Electronic Records	Caroline	ASAP	Training this month. To implement early September.
Long term future of housing stock	Chris S		We have completed one task in making Kirwin not supported. This is a longer item which will be discussed at the next meeting. Chris S doing some work around this – to put on next agenda. Action: Chris / Karen
Community services	Tomas		Tomas has made a start on this, identifying what is on offer in the local area and what services are missing. Work is ongoing.
Staff Benefits	Geralyn		A Health Cash Plan and various options around enhancing OSP have been discussed. Caroline and Geralyn to collate some options to discuss at the next meeting. Check with Bishop Fleming about Trivial Benefits issue with HMRC.
Sustainability			Some initial discussions held. Anything meaningful will be millions in retrofitting. EPCs completed. Some small changes made: energy efficient light bulbs in place and recycling bins ordered.
New CQC framework	Jo /Mel / Jerry		Project working group formed 28.02.23. To ensure tie into new Electronic Care Plans.

			Incorporated into Board Inspection Framework but this will need some reworking as new framework becomes clearer.
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11. Report from Tenant Representative (Kirwin & Lansdowne) and Relative Representative (Avenue House)

Tenant Representative:

- Apologies given by Christopher Denman who could not attend today's meeting, however communication sent prior to the meeting stated that there were no issues to report.

Relative Representative:

- Following a recent Zoom meeting between Julia and the relatives, an overarching sentiment was that relatives are grateful to staff and wish their welfare to be of the utmost importance along with residents.
- It was acknowledged that residents with dementia are in more increased numbers now. It was confirmed that staff are trained in dementia care (via workbooks) but that we would like to hold a practical session. A training session we had a few years ago (Dementia Virtual Tour, on a converted bus) was really beneficial but at the moment due to building works there is nowhere to park the bus. Once the building works are finished, we will investigate this again – it is very expensive but worth doing. It was agreed that it could be offered to relatives as well. **Action: Caroline**
- It was suggested that residents be more involved in more "ordinary" jobs such as laying tables, folding washing etc., particularly on a 1-1 basis. They could even help with the landscaping once the building works are finished, such as potting plants. It was agreed that this is a great idea and would help the residents feel like they are contributing to life at Avenue House. Julia and Caroline to discuss further. **Action: Julia and Caroline**
- Making use of Duke of Edinburgh students was suggested – this is difficult as they need to be able to work unsupervised, which they cannot do without a DBS. They could, however, help with the lunch club when this is set up.
- Making use of the Garden House with small groups was suggested.
- Finding suitable NHS dental care for residents which is also wheelchair accessible is proving difficult. The Domiciliary Dentist will visit Avenue House in the event of an emergency only. Residents still need regular check ups, even if they have dentures. Private dental care seems to be the best way to achieve this at present.
- New relatives don't always know that residents have keyworkers. A keyworker is not assigned until staff have got to know the resident and a rapport is built. Keyworkers are usually communicated at the first 6 monthly care review.

12. Board Governance / Update on Board Member Visits

Actions arising from previous meetings:

- *Board Members to complete the following training (or forward on relevant in-date certificates):*
 - *GDPR* **Action: Christopher D, Jo, Melanie, Jerry**
 - *Safeguarding Adults* **Action: Christopher D, Jo, Melanie**
 - *Equality & Diversity* **Action: Christopher D, Jo, Melanie, GERALYN, Jerry**

- Feedback from recent visits:
 - Andrew – there has been some confusion with regards to CPR in the event of an emergency. On dialing 999 recently, staff were told by the emergency call handler to initiate CPR even though the resident had a RESPECT form in place. It seems that this information is not being shared amongst the authorities. Tim to check this with a paramedic friend.
Action: Tim
 - No issues with the recent Health and Safety Audit completed by Julia.

Next visits due as follows:

Month	Name	Sections to assess
November 2022	Chris Szpojnarowicz (completed 10.05.23 – awaiting paperwork)	S1, E1
July 2023	Chris Szpojnarowicz	S3, E4
September 2023	Melanie Mackintosh	S2, S5
October 2023	Tim Wye	E7, W2
November 2023	Jo Gray	S1, E1
December 2023	Geralyn Meehan	S6, E6
January 2024	Tomas Hazelle	S4, W3
February 2024	Andrew Lux	R1, W4
March 2024	Chris Szpojnarowicz	R2, W5

13. A.O.B.

- Discuss overseas sponsorship at next meeting.
- Area Investment Policy adopted.

14. Proposed dates of next meetings:

Tuesday 21 st November 2023	5pm - May need to alter.
Tuesday 27 th February 2024	5pm - May need to alter.
AGM – Tuesday 21 st May 2024	2pm
Tuesday 21 st May 2024	5pm

Karen to create doodle poll to confirm 2024 dates. **Action: Karen**

Meeting Closed 6:45pm

Summary of action points:

Action	By whom	By when
Check trivial benefits	Geralyn / Caroline	Next Meeting
List of options regarding staff T&Cs to be created	Geralyn / Caroline	Next meeting
Check building works insurance expiry date	Caroline / Tim	13.10.23
Continue work on Community Services	Tomas	Next meeting

including looking at Social Prescribers		
Circulate Business Risk Register	Caroline	Next meeting
Long Term Future of Housing Stock report Add to agenda for next meeting	Chris S Karen	Next meeting
Dementia Virtual Tour training	Caroline	Once building works completed
Discuss household tasks for residents	Caroline / Julia	September 2023
Complete GDPR training	Christopher D, Jo, Mel, Jerry	ASAP
Complete Safeguarding Adults training	Christopher D, Jo, Mel	ASAP
Complete Equality & Diversity training	Christopher D, Jo, Mel, GERALYN, Jerry	ASAP
Check CPR advice from 999 against RESPECT forms with paramedic	Tim	Next meeting
Discuss overseas sponsorship at next meeting – to put on agenda	Karen	Next meeting
Create doodle poll to confirm 2024 meeting dates	Karen	Next meeting
Update whistleblowing and safeguarding policies	Jerry / Markel	ASAP