

The West of England Friends Housing Society
Minutes of the Board Meeting held Tuesday 21st November 2023 at 4:30pm via Zoom

Present: *Board Members:* Tim Wye (Chairperson)
Christopher Denman, Jo Gray, Andrew Lux, Melanie Mackintosh, GERALYN MEEHAN, Jerry Oliver, Julia Richmond, Chris Szpojnarowicz
Avenue House: Caroline Cooper, Karen Parkin (minutes)
Bishop Fleming: Claire Argrave

1. Apologies and welcome

Apologies received from Tomas Hazelle.

Due to illness, it was required that this be a short meeting to deal with a few important items, and for a Board Strategy Session to be rearranged for January 2024. Doodle Poll to be sent out.

Action: Karen

2. Update from Relative Representative

Julia Richmond is sadly stepping down from her role on the Board, from the end of December 2023. Huge thanks were made to Julia for her valued contributions whilst on the Board.

Some feedback from relatives recently:

- If someone comes into Avenue House with dementia, it would be helpful if their relative was questioned in depth about it, so that they are well informed that things may progress, and that Avenue House may not remain an appropriate place of care for them.
- It would perhaps be useful for a handful of staff to be fully trained in dementia care and challenging behaviour to enable the care of a resident that is in the process of moving to a more appropriate home.
- Caroline clarified that it is very rare that a resident is asked to move elsewhere due to advancing dementia – this would only be the case when challenging behaviour presents. All residents move into Avenue House on a 4-week trial period to begin with. Issue to be added to strategy planning.
- A question about the usage of the Amenity Fund was raised – it was agreed this be discussed further at the next meeting.

Action: Tim / Caroline

3. Budget

The following was agreed for the 2024 budget:

- 6% staff pay rise.
- To further increase 3 job roles to meet the Real Living Wage as they would otherwise be just underneath it.
- 6% fees increase.
- 5% rent increase.

It was noted that even with this fee increase, Avenue House remains very competitive. This will produce a marginal surplus showing that the revenue is being well spent. More money will be allowed for recruitment, staff retention and staff benefits.

- Split of expenditure between the houses to be reviewed. **Action: Caroline / Tim / Claire**
- To look into aligning the year end with staff rises etc. **Action: Tim / Claire / Karen**

4. Verbal update from Manager including incident reporting.

Avenue House

- 1 resident has recently moved from Avenue House to receive more specialist dementia care. A new arrival will be here during the first week of December which will leave us with an occupancy of 28 residents.
- We have 12 residents with dementia, 4 of which have a DoLS in place. The remaining 9 are very manageable and can make day-to-day decisions independently. Most new enquiries now come with a dementia diagnosis.
- There was 1 unwitnessed fall this month which resulted in 2 small skin tears.
- We have one resident who is at high risk of falling. She has full mental capacity but refuses to ring her bell if she needs assistance. This is resulting in frequent falls (no injuries being sustained). After discussion with the resident and her family, it has been agreed that this is an acceptable risk, however the frequent falls of course do not look good in her care plan.
- Staff surveys have given some positive feedback. One issue raised was the sick pay, particularly now we do not pay when a staff member is asked to stay off due to Covid.
- One staff member is on long-term sick due to an infection in her knee replacement. She is currently in hospital having the infection treated and then the replacement will need to be re-done. She will be off for some time.
- Face to face Infection Control training has been carried out, which received positive feedback. We are holding a 2-day "train the trainer" Manual Handling course on 27th & 28th November. Leadership training is being undertaken by 1 senior care assistant.
- 1 night care assistant has been recruited. We still require 1 more full-time care assistant. We will now also require a chef to work alternate weekends from the beginning of January as our current staff member needs to leave due to the demands of a new full-time job. 1 interview is being held for this on Friday. An agency has provided their rates as £28 per hour, with time + half being paid on Saturday and double time on Sunday. Geralyn suggested 2 other agencies to try.
- 1 complaint has been received and is being investigated.
- The fire-resistant paint for the kitchen and room 4 is being done tomorrow evening.
- A neighbour has complained about staff smoking outside the laundry. They want a fence erected. **Action: Tim**
- The conservatory has been completed. A few minor jobs still need doing – the glass for the office, the glass balcony for the patio and the slabs for the front steps. It is quite frustrating, but we have been told the glass for the office will arrive on 6th December.
- The PIR for the upcoming CQC inspection is in the process of being completed – it needs to be submitted by the end of next week.
- The Electronic Care Plans will hopefully be in place by the end of the year. With staff shortages etc. we have not had time to complete all the care plans and carry out the training.

Kirwin House

- One flat is vacant following the departure of a tenant on the top floor. All tenants have been informed and offered first refusal to move there. All declined.
- An issue with the call system used by 3 tenants has arisen. This is being dealt with.

Lansdowne House

- Fully occupied.

Meeting Closed 5:40pm

Summary of action points:

Action	By whom	By when
Doodle poll for January date	Karen	Next week
Add dementia care to strategy planning	Tim / Caroline	Next meeting
Review split of expenditure across houses	Caroline / Tim / Claire	End of financial year
Change year end	Claire / Tim / Karen	End of financial year
Deal with neighbour complaint about staff smoking	Tim	Next meeting