



## OPEN FORUM

### ARMC

<b>DATE/TIME OF MEETING:</b>	<b>5<sup>th</sup> October 2016</b>
<b>VENUE:</b>	<b>Marsham Arms, Hevingham</b>
<b>ATTENDEES:</b>	<b>Robina Clarke* (Chairman for this meeting), Emma Cliffe*, Sally Frow (Klair House), Michael Millage* (part of meeting), Cynthia Phillips and Thomas Shaw (Beeshaw Care).</b>
<b>APOLOGIES:</b>	<b>Bernadine Pritchett and Mark Talbot.</b>
<b>MINUTE TAKER:</b>	<b>Caroline Payne</b>

\*Management Council Members

ITEM NO.	KEY POINTS DISCUSSED / ACTION TO BE TAKEN	NAME	ACTION COMPLETION DATE
1	<p>Michael Millage welcomed everyone to the open forum and discussed item 3. MM then left the meeting and RC took the Chair.</p> <p><b>Notes from previous Open Forum</b> Agreed as a correct record. MT to be asked if a response was ever received from HB, NCC.</p>		
2	<p><b>Cost of Care – WAA</b> ARMC had written to SH as per agreed at a meeting of the Management Council outlining their proposals. SH had responded but members felt he had not given the re-assurances as hoped.</p> <p>SH confirmed that there had been 13 Providers with a total number of beds at 200 who had responded and completed the survey they had circulated.</p> <p>It was agreed that until such time as the uplift figure was published nothing could be done. Once the figure is published there will be a 28 day consultation period and members will have an opportunity to challenge. In the meantime members were encouraged to look at extra costs, pensions, wages etc.</p>		
3	<p><b>Mental Health Homecare Contracts</b> MM outlined the need to have a contract specific to</p>		

	<p>homecare for mental health. MM had been working with NCC to plan a suitable contract and asked members to share their views and any issues they have with him.</p> <p>Members were encouraged to email any issues they have to CP and she would collate and send to MM</p>		
4	<p><b><u>Any other items of concern to members</u></b></p> <p>Sally from Klair House expressed concerns over two issues. Firstly the amount of fees they were receiving which was not adequate, some fees received were below the current banding system and were not meeting the true cost of care.</p> <p>The second issue was that Social workers were moving residents into supported living accommodation without doing risk assessments which in turn often led to the Police or Emergency Services having to deal with the individual.</p> <p>RC suggested contacting IMCA direct. It was also agreed to put Sally in touch with another Provider who had experienced the same problems with a view to making a case. CP will email the Provider and arrange a meeting or exchange of telephone call.</p> <p>Thomas Shaw from Beeshaw Care explained that they had not experienced any problems with fees as they were a specialist brain care Provider and fees received were adequate. Beeshaw offer a very limited homecare service and would discuss this with MM.</p> <p>RC said that ARMC Management Council needed more members and both Sally and Thomas agreed to join the Management Council. CP will send all relevant information to them.</p>	<p>CP</p> <p>TS</p> <p>CP</p>	

<b>NEXT MEETING</b>
DATE: 7 <sup>th</sup> December 2016
TIME: 1.15 pm
VENUE: The Marsham Arms, 40 Holt Road, Hevingham, NR10 5NP.

Signed.....

Date.....