



## OPEN FORUM

### ARMC

<b>DATE/TIME OF MEETING:</b>	7 <sup>th</sup> December 2016
<b>VENUE:</b>	Marsham Arms, Hevingham
<b>ATTENDEES:</b>	Robert Arneil (Klair House), Robina Clarke* Emma Cliffe*, Jane Matheron, Michael Millage* (Chairman), Cynthia Phillips, Bernadine Pritchett, Thomas Shaw (Beeshaw Care) and Mark Talbot*.
<b>APOLOGIES:</b>	
<b>MINUTE TAKER:</b>	Caroline Payne

\*Management Council Members

ITEM NO.	KEY POINTS DISCUSSED / ACTION TO BE TAKEN	NAME	ACTION COMPLETION DATE
1	Michael Millage welcomed everyone to the open forum. <b>Notes from previous Open Forum</b> Agreed as a correct record with one small amendment on item 4 paragraph two, should read “ <b>appropriate</b> risk assessments”.		
2	<b>Cost of Care – WAA</b> No reply had been received from the last letter sent to Steve Holland.  MM said the contract is still being formulated and it was agreed by all that MM would write to SH for clarity on the situation and also the proposed timeframe. The next cost of care meeting is planned for April 2017. It was agreed to also request that this date be brought forward.  The following was agreed as wording for the letter:-  <i>Please can you justify how you can still be paying homes extremely low pre-banding fees that are below what NCC have deemed as the cost of care? Presumably the lower band was set at a certain level for a reason so why are you still paying less than that for some residents?</i>	MM	

	<p><i>Can you tell me how many beds you are paying for that are below the current banding rates?</i></p> <p>If the response is unsatisfactory information can be obtained via the Freedom of Information Act. BP will investigate the procedure and inform MM and committee members.</p> <p>MM would also like to meet with Norman Lamb (MP) who is campaigning for mental health services in Norfolk.</p>	BP	
3	<p><b><u>Mental Health Homecare Contracts</u></b></p> <p>MH Homecare Contracts were discussed at length and all agreed that these contracts need to be flexible and based around the individual service users need. There is a need for NCC to recognise that MH Homecare costs more and there needs to be a financial framework for the future.</p> <p>MM outlined the need to have a contract specific to homecare for mental health. MM will continue to lobby NCC on these issues.</p>		
4	<p><b><u>Care Home Referrals/Placement Issues</u></b></p> <p>MM had met with a Provider who had been experiencing problems with Social Workers not referring clients to her organisation. This had been experienced by more than one Provider. MM had raised this with SH and SH has agreed to organise a meeting. MM said it was important that consistency and professionalism was adhered too by Social workers. RC said there had been a Code of Conduct between Associations and Commissioners. RC and CP agreed to find this Code of Conduct.</p> <p>All agreed to record any examples of the problems outlined above and pass to MM.</p>	RC/CP	
5	<p><b><u>Safeguarding Training</u></b></p> <p>MM circulated information pertaining to future safeguarding training.</p>		
6	<p><b><u>Scams</u></b></p> <p>MM said that people who were in residential settings were still open to scams by ruthless people. Norfolk Trading Standards have alerts for consumers and businesses. BP raised an issue of a recent SCAM experienced by her organisation called THOR. This computer scam had caused great damage to their systems. CP would check that Trading Standards were aware of this particular SCAM.</p>	CP	
7	<p><b><u>Self Neglect &amp; Hoarding Strategy Operational Instrumentation</u></b></p> <p>MM circulated some information on this topic and said that although people might have capacity they can still self-neglect. People sometimes make wrong choices which can put them at risk. BP said that POVA is useful in these circumstances. RC added that if in any doubt instances</p>		

	should be reported to Safeguarding. All felt that it would be beneficial to have an appeals system in place. MM asked for any examples to be sent to him.		
8	<b><u>Allegations against people in positions of trust</u></b> MM brought to the attention of members that problems in family situations can sometimes fall below the law but could still affect employment. RC said that the DBS should prevent this from happening.		

<b>NEXT MEETING</b>
DATE: 5 <sup>th</sup> April 2017 (this will also be the AGM)
TIME: 1.15 pm
VENUE: TBC

Signed.....

Date.....