



## OPEN FORUM

### ARMC

<b>DATE/TIME OF MEETING:</b>	<b>21<sup>st</sup> June 2017</b>
<b>VENUE:</b>	<b>Marsham Arms, Hevingham</b>
<b>ATTENDEES:</b>	<b>Robert Arneil (Klair House), Robina Clarke* Emma Cliffe*, Lorraine Ewing (The Hamlet), Richard and Rosemarie Fenson (Engage Norfolk), Andrew Gordon (Jeesal) , Ali Hall (Thornage Hall), Lyn James (Daybreak Support Services), Cerrie Lantrue (Daybreak Support Services), Michael Millage* (Chairman), Cynthia Phillips, Bob Pritchard*, Thomas Shaw* (Beeshaw Care), William Snagge (Snagge Moore &amp; Associates), Mark Talbot*, Tobias Talbot (Constitution Care Services).</b>
<b>APOLOGIES:</b>	<b>Sarah Cropley, Lisa Grubb, Angie Steggles and Bernadine Pritchett*.</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. MM said that although there was an agenda this was an opportunity for Providers to raise any areas of concern they may have.</p> <p><b><u>Notes from previous Open Forum</u></b> Agreed as a correct record.</p>		
2	<p><b><u>Cost of Care – WAA</u></b> MM said that the next meeting is planned for 18<sup>th</sup> July and ARMC would be represented.</p> <p>The issue of the pre-banding Providers was discussed. A number of Providers had come forward who had service users on pre-banding contracts.</p> <p>A meeting has been arranged to meet with Providers to join together to challenge NCC on this issue. MM said that some pre-banding contracts were being paid at higher rates.</p> <p>It was agreed that NCC should be contractually obliged to</p>		

	<p>pay the current rate.</p> <p>MM said that SH had offered to support Providers on pre-banding contracts but would request the Providers accounts for evidence that this had a detrimental effect on their business.</p> <p>Lyn James confirmed that she had met with SH, her initial enquiry was regarding the issues around sleep-ins. LJ confirmed that SH wanted to access their accounts. SH had also sent a financial calculator tool to assess the cost of care. LJ and all agreed this tool was not fit for purpose.</p> <p>MM said it is even more important to engage with NCC to ensure Providers get a good outcome.</p>		
3	<p><b>Sleep-ins</b></p> <p>The issue of sleep in payments and the fact that there is no definitive guidance has led to much concern amongst Providers. MM said that if a sleep in is commissioned separately to the core service Providers could ask for this to be amended. MM said it was important to check individual service agreements to check if a sleep in has been requested over and above the core service.</p> <p>Discussion ensued regarding NORSE being paid more than other independent providers which enabled them to pay above minimum wage for all hours worked including sleep ins. Recruitment and retention being a big problem with Providers as NORSE are able to pay their staff more. MM mentioned the NCC Recruitment Portal. CP will circulate the link again.</p> <p>Lyn James had taken legal advice as to their personal situation and said she was happy to share with Providers. LJ will forward to CP to circulate.</p>	CP  LJ/CP	
4	<p><b>Care Home Referrals/Placement Issues</b></p> <p>AH said it was important to collect case studies. Agreed that any problems or issues to send information to CP for collation. James Bullion is keen to look at social workers practice.</p> <p>The code of conduct will again be raised at the next H&amp;SCCF meeting. This needs to be re-written.</p>		
5	<p><b>Safeguarding /Training</b></p> <p>CL said she had reported an issue with a service users finances but was told it was not a safeguarding issue. The social worker was aware of the situation too. CL was informed that this was not a safeguarding issue as the service user had capacity. However, it was agreed that even if a person has capacity they could still be vulnerable. CL was advised to take the issue to the Office of the Public Guardian.</p>		

	CL and LJ advised those present that an organisation called DOSH (Thera Trust) had been set up to assist people to pay bills etc. The cost of this service being £68 per month. All agreed this seems a big cost for the service.		
6	William Stagg thanked Providers for allowing him to attend the meeting and said he will be working on the five year plan for the local strategy.		

<b>NEXT MEETING</b>
DATE: 13 <sup>th</sup> September
TIME: 1.15 pm
VENUE: TBC

Signed.....

Date.....