

OPEN FORUM

ARMC

| DATE/TIME OF MEETING: | 24 th October 2018 |
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| VENUE: | Marsham Arms, Felthorpe. |
| ATTENDEES: | Emma Cliffe*, Rachael Dittrich*, Andrew Gordon (Jeesal), Jane |
| | Matheron (Kemps Place/Olive Court), Michael Millage* (Joint |
| | Chair and Chair for this meeting), Cynthia Phillips, Bob |
| | Pritchard* (Joint Chair), Tom Shaw (Beeshaw Group), Jane |
| | Shaw (Beeshaw Group) Mark Talbot*, Tobias Talbot (Talbot |
| | Care Services Ltd.) (part of the meeting) |
| APOLOGIES: | Robina Clarke*, Bernadine Pritchett* |
| MINUTE TAKER: | 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. MM said that although there was an agenda this was an opportunity for Providers to raise any areas of concern they may have. | | |
| | Notes from previous open forum held on 19 th July 2018 - Agreed as a correct record. | | |
| 2 | New Care Association MM reported that Dr. Fiona Denny had been appointed to lead the project and MM said there was a tight process controlled by the steering committee of which ARMC was representative. The steering committee was being broadened to include CAN and Health. The UEA and College of Suffolk are involved with the process. | | |
| | Engagement with the sector had taken place using appointed market connectors. The information collected from these events was being used to formulate a questionnaire which would be sent out to all Providers. The market connectors will also talk to the wider market. MM encouraged Providers to engage. The feedback from the questionnaires will be circulated to all Providers. | | |

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| | JM asked who is likely to "head up" the new Association as she felt, and had previously suggested it should be somebody with a Care Management background. MM said the steering group will be looking at everyone who is nominated for the role and assured everyone that it would not be a NCC decision. JM said that people were very wary of the process of setting up the new Association due to NCC's representative's involvement. 78 people had attended the care association | | |
| | meetings which was a low turnout from over 600 Providers in Norfolk. JS said she understands the difficulty of taking time out to attend but also felt there was a trust issue for Providers. JM felt a more informal meeting in a local café for an hour would be more appropriate and manageable for Providers. MM said he would take this proposal back to the steering group. | MM | |
| | MM said the new Association should be in place by April 2019. He re-iterated that ARMC wanted to support and be a part of the new Association. | | |
| 3 | Cost of Care – WAA MM had contacted John Bacon who had asked for a specification before he commenced with the cost calculator work. MM had not done a specification to date. However, RC had discussed with Jane and Tom Shaw the cost calculator that they use for their organisation and they were in attendance to demonstrate it. | | |
| | Jane and Tom explained how their system worked with all costs per service user fed into a cost calculator. The costs were based on a 90% occupancy and the hotel costs were based on a fair market rent. These costs were then shared with the care commissioning panel who approved the funding for each client. | СР | |
| | JM said that her organisation were quite happy with the banding system and she felt it would be very time consuming to use this cost calculator tool. | | |
| | It was agreed that the sector was extremely diverse and one system does not fit all. | | |
| | MM said he had had a conversation with Craig Charmers, Head of social workers who felt that the Councils margins for providers of 3-5% was unrealistic and felt that 10-12% was a realistic figure. MM was not sure what influence he had with the council but would contact Craig to see if he would meet with ARMC representatives. | MM | |

| | The timescale for completion of the Cost of Care working group had not been given and it was agreed to write to NCC for a formal answer. MM agreed to do this and also ask for a meeting. | ММ | |
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| 4 | Safeguarding /Training MM reported that he had recently attended a Safeguarding Development Day looking at the strategy of the Board and making sure people were using the right resources and making referrals using/having the right information. MM circulated the referral safeguarding adult's checklist for members use. | | |
| | MM reported that the Suicide Prevention Training had been offered to the independent sector which was a positive move. The Trust will share training where possible in the future. It was felt that a consistency in training was a key aspect of working more closely. | | |
| | BP said he would endeavour to attend the future regional safeguarding meetings. | | |
| 5 | Any other items of concern to members JM highlighted a recent issue with a service user. GP, Police, Ambulance services, social workers and crisis team have not dealt with the issue, just referring to each other's services. The care co-ordinator has not taken any responsibility. JM asked if anyone could recommend a course of action. It was agreed that JM should contact the care co-ordinators line manager and also speak to CQC. | | |
| | JM thanked people for their suggestions and hoped to resolve the issue soon. | | |

| NEXT MEETING |
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| DATE: 16 th January 2019 |
| TIME: 1.15 pm |
| VENUE: Marsham Arms, |
| Felthorpe. |
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| Signed | | | |
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| Date | | | |