**Staff Meeting on 9th December 2013.**

**Previous meeting minutes:**

**Recording service users hours:** Everyone understands the system, but staff is not sure what hours to put e.g. If sitting with service users in the lounge as a group counts. Making drinks, or preparing in the kitchen, when service users are offered service like support with hair wash, but its refused we are still to put it down. When there’s enough members of staff we can take service users out for a whole day, find more activities. Some of the service users are not using their hours and SeeAbility owes them a lot of hours, but others are using too many hours. We need to find more activities, work opportunities for service users and still balance that with them being more independent. Jayne said that service users should be encouraged to book staff when they want it. Lyn suggested she will get a diary to book service users for activities so she can spend time with everyone.

**On-call system:** Victor was on call. It’s great news that no one has used it. People are using their initiative.

**Medication:** There was one error, but none since then.

Fundraising: Jayne from fundraising asked us to go out with the camera and take pictures (camera, not mobile phones). It’s for SeeAbility 20th anniversary/ KSS 1st birthday! Everyone to take pictures whatever you are doing.

**Tenants:**

**LC**- She’s happy, enjoying drama group and looking forward to her birthday. Tenants have been told they can buy her a birthday present if they want to but it’s not a must. At the moment L has a lot going on with parties etc. Staff has to be patient with her as she is very lonely and missing her family. Mrs Cannon told Lyn that L kept on calling her every day when Lyn was off. She has also complained about Rachael driving L to Caring Choices. She doesn’t want L to use the car, but go on the bus instead. We are still to keep record of everything Mrs Cannon says, swear words etc., and out it in Claire or Jayne’s tray as we need all the proof. L is to have a disciplinary meeting and review. We are waiting for her care manager to contact KSS about the meeting. The reason for the multidisciplinary meeting are the recent problems, L could lose her tenancy agreement. There is also a conflict at Caring Choices as they are breaching confidentiality with L. Lyn will contact with Caring Choices and see what the situation is as they have to contact us first not Mrs Cannon. Also L timetable is now left bank downstairs with staff’s manes put up in the office. L is going home on the 20th December- return to be confirmed.

**CW**- C had an appointment at University Hospital which resulted in C having to self-catheterize in the next few months. She will receive an appointment to see a specialist nurse and Lucia and Dagmara are to support her to it. Staff need to encourage C to drink more and have a healthier diet, but not to pressure her about it every day. Lucia will take pictures of meals to help C recognize the portion size. She will also make a weekly meal plan. C is going home on the 19th December- return to be confirmed.

**KL**- K has not been feeling too well for the past few weeks, but getting better now. There are still problems with K medication, each month there are mistakes. Key worker to write a letter to College Practice manager and explain medication issues. Jayne has requested last 3 months of blood tests and results to be send off to Birmingham. A nurse from Alstrom Clinic will contact K and explain all the results. Dagmara is looking into training days for Alstrom. There have been issues regarding K Adult Education. After Christmas we will slowly start backing off and support K to stay there on her own with the support of Christie. Jayne will do more sighted guiding with Christie before that. K is complaining that others are moving her stuff in the bathroom and she can’t find it, especially her new toilet seat which keeps on being removed. Claire explained that toilet is everyone’s so we will have to remind tenants to leave things as they are. K is going home on the 20th December- return to be confirmed.

**RB**- R is becoming inappropriate towards Audrey, she was found taking pictures of Audrey sleeping on the sofa, Audrey wrote a statement. In the New Year R will be put on a DROP program. There are certain behaviours we would like her to do and those behaviours will be reimbursed. One of the things we will try will be for a month not to remind R to have a bath or hair wash. Staff will praise R for all the good achievements and there will be a review after a month. Claire and Jayne will organize it. When R is constantly asking questions or won’t let staff walk through, staff can walk away. Also R mum is watching her money spending. R is going home on the 20th December- return to be confirmed.

**LT**- Rachael wrote a letter to College Practice regarding L IBS medication. L keeps complaining about tummy aches, but continues to eat and drink dairy. L is also saying she doesn’t like going to the farm and those are the days when she complains about her tummy aches. L has been asked what she would like to do instead of farm, but she doesn’t know yet. She would like a paid job but she was explained she has to prove herself in a voluntary job first. L needs to be explained everything properly as her understanding might not be very good. We will look into finding another placement for L after Christmas. Also staff keeps finding L medication everywhere around the house. L is going home on the 20th December- return to be confirmed.

**Bread maker:** there is no money to buy bred maker, but we might be able to get a slow cooker to encourage healthy eating.

**Staff eating out:** if you are out all day with a tenant and there is no way you can have a warm meal you can buy something for up to 7.49.

**CQC:**

1. **Running late:** If you are running late for your shift after 20 minutes you need to let us know as you are SeeAbility’s responsibility and we will assume something happened and will phone you and/or police.
2. **Return to work:** If you are sick and are due back you have phone in and let know you are coming back. Otherwise the shift will be covered and if you turn up you will be send back home. Claire or Jayne might call you when you are off sick just to see how are you getting on and see if there’s a way we could accommodate your return sooner by arranging shifts etc.
3. **Inaccurate dates on documents:** we must ensure all documents are up to date, dated, signed, names are on each document, and dates are in diaries for all appointments. We have to be showing everything is correct. If a tenant has a fiile in their room it has to correspond with the files we have in the office.

All staff to read CQC standards.

All staff to read and sign all documents (Read and Sign folder).

There will be an inspection before end of March 2014 so we need to ensure everything is in place.

**Health & Safety:**

**Fire alarm:** we need to do a fire test first thing in the morning to make sure all tenants understand what do to.

**Water temperatures:** Claire said we will get a thermometer which can be attached to the pipe to make sure water is at safe level.

**Infection control:** Claire is working on her train a trainer.

**New medication:** if a tenant will get a new medication it need to be updated on disaster plan.

**Lone worker risk assessment:** Jayne wrote a risk assessment staff has to read and sign. She also asked for everyone to think of all possible risks and any relevant points.

**Winter:** we have to be winter prepared. We already have sleeping bags in the office and we are also getting freezing salt, 4 electric heaters and snow shovels. Audrey is also doing a list of long life products in case of bad weather.

**Basement:** there’s a lot of combustibles in there. Claire is in the process of getting 2 metal cages to store all cleaning products etc.

**Travel money:** if the travel expense is under 25 pounds you take it out from petty cash, but if it’s over then you take it out from tenants own money e.g. K has to pay from her money for the taxi to goat sanctuary. Claire will design a flow chart to explain better where the money is coming out from.

**Safeguarding:** Jayne said we have to be aware of safeguarding and where to take it. If there was a safeguarding issue staff is to contact on call person (off hours) and then duty person (Kent Safeguarding folder). There is always someone available 24/7.

All staff to read Safeguarding policy/folder.

**Staff photos:** Staff to bring photos ASAP!

**Secret Santa:** All done! ☺

**New Year’s Eve sleep:** Lyn offered to do it if no one else wants to.

**Shift changes:** shits might be changing from 5 days to 4. Claire and Jayne are looking into it.

It’s the last staff meeting this year. Claire said that our service was only just supposed to start getting tenants in, and we already have 5. To have 5 service users in 6 months in incredible. She thanked everyone for the commitment, effort and getting it done!

Merry Christmas and Happy New Year!