



Neuro Partners Governance Stakeholder Panel Meeting

4th July 2011 10:30am

Governance Stakeholder Panel, North West Community Services

Date: 4th July 2011

Start: 10:30am

Venue: Neuro Partners, Bourne House, Carlisle

Attendees: **MP** – Service User
SC – Service Users Family Member
BM – Service Users Family Member
David Park – Support Worker
Kelly Dunn – Director of Operations
Lorraine Hetherington – Head of Service & CQC Registered Manager
Sarah Henderson – Community Services Coordinator
Kath Ismay – Assistant Psychologist
Jackie Moore – Business Partnerships Coordinator
Emily Tyler – PA to Director of Operations

Apologies: JI – Service User

Introductions: -

Kelly Dunn – Director of Operations

Kelly, along with Jonathan Wade and Emily Dunn, oversees all of the different regions within Neuro Partners including the North East, North West, and Yorkshire. As the company grew the Directors felt there needed to be individuals dedicated to working with the Service Users. Kelly ensures that Neuro Partners work towards exceeding the CQC standards and making sure people are happy with the service being provided to them and their family.

Neuro Partners have a Community Service and an Education Service with 300 students currently receiving support.

Kelly explained how the Governance Panel can have a voice and an influence on regional changes for supporting people with acquired brain injury and neurological conditions such as the current changes within the Healthcare sector and the big impact of Personalisation (empowerment of the service user and encouraging

choice) in the way Services are sought.

The Governance Panel can be representing what is going on in the region and can work towards addressing local issues such as the lack of support in some regions. If the Governance Panel works well in the Cumbria region the Panel will then be rolled out to all other regions.

Directors will be less involved in the Governance Panels moving forward however will still be available to attend the Panels at request.

Sarah Henderson – Community Services Coordinator North West

Sarah started working for Neuro Partners in 2008 as a support worker and worked on a variety of different cases. Sarah is a Psychology Graduate. Sarah became an Assistant Psychologist with Neuro Partners and at the end of 2009 applied for the Community Coordinator role and was successful. Sarah is the face of Neuro Partners and is heavily involved in carrying out the Initial Assessments for the Service Users. Sarah focuses on getting the Service User the support package they need. Sarah works with the Head of Service, two Assistant Psychologists, a Nurse and three Occupational Therapists at the Carlisle office and covers the whole North West region including Cumbria and Lancashire.

MP – Service User – an introduction was provided to the panel.

SC – Service User’s family member - an introduction was provided to the panel.

BM - Family Member of a Service User – an introduction was provided to the panel.

David Park – Support Worker

David has been a Support Worker for Neuro Partners for one year now and has worked on a variety of different cases with a diverse range of conditions.

Jackie Moore – Business Partnerships Coordinator

Jackie is the Business Partnerships Coordinator for Neuro Partners and is involved in Communication, Marketing, Interaction with Service Users, setting up the regional Governance Panels, creation of the new Neuro Partners website and making it more informative for Service Users and their families.

Kath Ismay – Assistant Psychologist

Kath began her career in administration for Social Services, however felt that she wanted to work in an area supporting people. Kath studied Psychology and following the completion of her degree applied for a role with Neuro Partners as a Support Worker and now has the role of Assistant Psychologist and has been in this position for two years.

Lorraine Hetherington – Head of Service and CQC Registered Manager

Lorraine has a background in Crisis Intervention with young people and worked in the community and in units. She read an article in a newspaper detailing the plans for Neuro Partners and the types of services they provided, and decided to apply for a Support Worker role. Through hard work and a passion for her role Lorraine moved through the company to become a Team Lead, then Community Coordinator and eventually Lorraine gained her Head of Service role and CQC registration for the whole North West region (Cumbria and Lancashire). Lorraine’s main priorities are overseeing CQC, marketing, exceeding the care quality commission standards, and

safeguarding Service Users and their families.

Neuro Partners/Service User Governance Stakeholder Panels Policy and Procedure;

Kelly Dunn ran through the Policy for the Governance Panel detailing the remit and areas to be covered by the Panel as follows: -

- a) Establishment of information – giving sessions and events for Service Users and their families, such as family evenings or afternoons, where we invite speakers on specific topics, eg assisted technology, Carer Support available, Benefits advice etc.
- b) Advice and guidance to Operational Managers on new services, development of changes in services, for example looking at new strategies and policies, discussing diversification.
- c) Political lobby group to forward Independent views from Service Users and Carers on changes within their community.
- d) Gather and represent the views of Service Users and Stakeholders on the company and the services being delivered, for example they may wish to organise a survey which will be sent out and results returned to the panel which are then relayed to the company managers for action. Any administrative support required will be delivered by the company without question.
- e) Holding the company to account for the quality of services, via the surveys and investigations, the panel has the right to discuss conduct and quality issues which will receive thorough investigation.
- f) Coordinating input into core and further training, so new staff have first hand views of those we serve.
- g) It will be for the Panel members to then guide the company on how they wish their remit to develop.
- h) The panel may be used as a filter for recruiting management grade staff, and their opinions and feedback will be invited when appropriate.

The Structure of the Panel:

- ❖ Two Family Members or next of kin.
- ❖ Two Service Users.
- ❖ One representative we currently work with from the 3rd sector, as independent advocate – Lorraine advised she is discussing this with a member of the Royal British Legion who can be involved more objectively.
- ❖ One Support Worker - working from the service.

- ❖ A member of the service's Core Staff Team – who will take the minutes for the Panel.
- ❖ The Head of Service – who will arrange and attend the meetings.
- ❖ The Business Partnership Coordinator – who will help to establish the panel.
- ❖ Directors – as and when the Panel requests.

Areas Discussed by the Panel:

Advice

SC discussed the barriers he faced leading up to his wife being discharged from hospital and the issues that arose from the nursing staff. SC found this very frustrating and felt he was left to organise everything himself. SC also found it very difficult to find information on benefits which are available too, the information he did find out was through a Volunteer driver who signposted him in the right direction.

For discussion at the next meeting:

- Discuss how families can be made aware of any services which are available to them.
- Discuss ways in which information can be provided to Service Users and families on the types of benefits which are available to them.
- How can Neuro Partners be assisting with signposting people to what they are entitled to and where they can find this information. Look at the possibility of linking in with the Citizens Advice Bureau and offering advice on financial support to help to deal with the adjustment.

BM spoke about having a similar experience where she would go to Social Services for advice but they still didn't give her clear information on what she was entitled to.

MP has also experienced an issue with a Blue Disabled Badge, he previously had one, however has not had it renewed but has had no explanation why, it has been difficult to seek the information he needs regarding this.

Practical Activities

David raised a point in connection to a local support group run by a charitable organisation; that it is a fantastic opportunity for people to come together and socialise, however, a lot of Service Users are younger and the outings provided are not suitable as they tend to be going out for tea and coffee. The Service Users David has worked with enjoy going to the group but would prefer if there were some more active things to do ie: Bowling, Crazy Golf etc.

For discussion at the next meeting:

Panel to discuss group activities and the possibility of setting up groups for service users. Could this be done in partnership with independent charitable organisations? So those attending had choices and varied optional activities to attend?

Chair Person

The Panel agreed that SC would chair the next meeting and then the Panel would decide who will chair the following meeting. The Chair Person will be responsible for making sure the agenda is being worked through and that everyone stays focussed on the issues and that all items are discussed fairly and all have a fair chance to speak and air their views and opinions.

Frequency of the meetings

The Panel agreed they will meet once per month for the first three months and then every 12 weeks moving forward.

How will the Panel ensure people are made aware of the Governance Panel?

The Panel discussed what would be the most effective way to let people know about the Governance Panel. Some ideas included:

- Neuro Partners Website
- MP suggested that he would be able to let Headway know at the next meeting.
- Look into the possibility of media coverage ie: newspaper article, however, ensuring that the article doesn't read as though it is seeking publicity for the Company but more the panel achieving something and providing solutions at a local level.
- Possibility of sending out an email out to all Support Workers to let them know the role of the Governance Panel.

Summary

- ❖ Introductions
- ❖ Inclusion – making sure all panel members have the opportunity to discuss areas they wish to in detail
- ❖ Adding to agenda – ideas have been highlighted as to what the panel could discuss during the next meeting.
- ❖ Chair Person agreed by all members of the Panel and the date of the next meeting provisionally booked in – 8th August, 10.30am

Actions

Action: Minutes from the Governance Panel will be typed up within 7 days of the meeting and distributed to all members for them

Action: It was decided that a copy of the final minutes will be posted out to all members of the panel.

Action: Moving forward there will be a set Agenda for the meeting and this will be printed off and available for all Panel members on the day. This will need to be produced in the previous meeting.

Action: Lorraine will create a file for the Panel meetings in which all of the minutes will be held.

Action: Location/Venue: this will be discussed in the next meeting should the Panel feel the venue needs to be changed for some meetings to encourage accessibility.

Kelly formally thanked everyone for their attendance and highlighted that this is a milestone for Neuro Partners, having a centralised panel in which views and opinions can become voices and influence in the region, encouraging positive communication, assisting with change and implementing solutions to meet needs of individuals and their families.

Meeting Closed at 12.30pm

Next Meeting to be held on Monday 8th August 2011, 10.30am