



Neuro Partners Governance Stakeholder Panel Meeting, North East Wednesday 30th November 2011

Attendees

MR – Service user

BC – Support Worker

JD – Service user's family member

GB – Service user

Tom McLaren – Support Worker

Lorraine Hetherington – Senior Head of Service

Jackie Moore – Public Relations Manager

Rachel Davidson – Community Services Manager

Becky Gray – Assistant Psychologist

Bernie Armstrong – Compliance Manager, joined part of meeting

Introduction

LH started proceedings with introductions and then went through the Governance Panel policy and procedure. Key points arising from the P&P were:

- The importance of Service user's and their family being the focus of the group.
- Meetings will be held quarterly (although more frequently if the panel wishes).
- Moving forward the Panel will need to vote in a chair person. This post will last for 18 months and then 12 monthly. (It was suggested that the chair vote should be discussed at the next meeting to allow people to get to know each other before casting a vote).

BC asked for clarification of the purpose of the panel. JM clarified that it is to give SU's and their family an opinion and ability to influence how

the company delivers its services. Another purpose is sharing information, with the aim of improving the pathway for other service users.

JM confirmed that an independent member will also be invited to join the panel at the next meeting.

Personal experiences of support

The overall consensus was that more staff consistency is needed and an emphasis was placed on the importance of support being stable for both the service user and their family.

Meeting times and frequency

Flexible to suit the panel members; the first meeting was planned in for 1hr 30 mins, moving forward can be anywhere from 1 to 1½ hrs.

Frequency- JM described how the Cumbria panel held more frequent meetings for the first 3 meetings, in order to get to know each other, then the meetings went to quarterly. JM also suggested topics for discussion and covered ideas from the Cumbria panel e.g. Benefits information, outings etc.

Benefits

Social services have traditionally supported individuals with this, however many service users have now been transferred to the long-term reviewing team and subsequently have no allocated social worker.

RD to source more information on Incapacity Benefit reassessment. Link in with JobCentre plus for more information – research local contact info.

Action RD

Another issue for the panel is the lack of knowledge of benefit officer/ staff who reassess regarding Brain Injury and Neurological conditions as a whole. Can Neuro Partners offer training to benefit advisors, job centre staff to increase awareness?

RD to research

Setting the agenda for the next meeting:

Each meeting will start by reviewing the points and minutes from the previous meeting. The panel discussed options for the next agenda and what they want to bring to the next meeting;

- Benefits will be discussed further
- Everyone to research housing info for local areas for next meeting, particularly relating to suitable housing for working age adults with a disability. Action: All
- Chair person to be discussed
- Any other business

BA asked for consideration to be given to Neuro Partner's quality questionnaires and feedback to be provided at the next meeting;

- Have service users and families received them and how do they find them?
- What do they think of the format and content?
- Methods of completing the questionnaires to be investigated, eg phone call/face to face.
- Copies of the questionnaires were handed out so they can be reviewed for the next meeting. Action: All

Next meeting was organised for Wednesday 25th January 2012, commencing at 11am at Neuro Partners, Team Valley.

Meeting closed at 12:05pm.