



Neuro Partners Governance Stakeholder Panel Meeting, Cumbria

8 August 2011, 10:30am

Attendees:

SC – CHAIRPERSON - Service User's Family Member

MP – Service User

JI – Service User

David Park – Support Worker

Lorraine Hetherington – Head of Service & CQC Registered Manager

Sarah Henderson – Community Services Manager

Jackie Moore – Public Relations Manager

Elouise de Wet-Bunton – Assistant Psychologist

Apologies for Absence:

BM – Service Users Family Member

Opening:

JI was welcomed to the meeting.

LH recapped what was relayed in the last meeting;

- The meeting will be held on a monthly basis for the first 3 months, then frequency will be reviewed.
- This panel is for service users, service user's relatives, support workers (and an independent representative)
- Neuro Partners encourage the panel members and their service users to;
 - Present ideas
 - Input into services we offer
 - Input into the business we offer

Minutes of Last Meeting:

Main issues arising from last meeting:

Website – JM confirmed that final checking and testing is being carried out. The site will then be ready to launch; possibly going live next week. An email and Newsletter will be sent out to confirm once the new website is live online.

JM advised that the Newsletter promotes the Governance Panels and encourages individuals to view the details and minutes online.

JM asked members to confirm how they want to be known in the online minutes which are available on the website. Members confirmed that they are happy to have their initials published.

Agenda:

SC circulated an agenda for the meeting and some suggested ground rules for panel members, specifically relating to conduct and behaviour during the meeting. The ground rules were approved by the panel.

Outstanding Actions:

Benefits advice – SC suggested that an advice pack be put together for new service users detailing where people can go for benefits advice

- JM suggested that Neuro Partners cannot recommend specific paths but can provide information on the options which may be available
- Benefit information links to be added to website under Impartial Advice;
 - Dial UK website – Disability Information and Advice Line
 - CAB website - Citizens Advice Bureau
- All benefits information to go into the Governance panel file
- SC advised that Jobcentre Plus keeps all the forms to give out to people
- MP also suggested information be included on Disabled Facilities Grant, Bus Pass, Rail pass
- JM proposed the Disabled Living Foundation website
- SC also suggested District nurses, Podiatry clinics, etc and having these contacts would be good for the family during the stressful time post discharge
- An Information Sheet is to be produced and used as an insert into Neuro Partner's Service User introductory pack. Action: JM

Neuro Partners update:

SC suggested that this should be a regular item on the agenda to provide an opportunity for Neuro Partners to update the panel of any major changes which have occurred.

- Website re-launch to take place in about a week – already discussed in issues arising from previous meeting.
- JM provided information on the Newsletter that will be sent out once the website goes live and presented a sample copy.
- MP asked that a set list of panel members be disclosed to clarify who is expected to be present at each meeting. Action: LH

- LH confirmed that Directors approval will be sought to confirm what information can be disclosed to the group and passed on to the panel for involvement.

Guest Speakers:

The following suggestions were made for consideration;

- Someone who would bring information to the panel e.g. GP – if they don't have patients with serious conditions like brain injury they might benefit from input from the panel
- Any service user or support worker or family member can come to the talk and ask questions
- MP advised that Headway has guest speakers at their meetings too, so maybe we can make it different
- JM suggested a presentation on benefits advice, perhaps from a solicitor
- SC, possibly someone from CAB
- LH: Independent Advice could come and do a talk as they are a new office opening
- SC suggested a neuro specialist, however, availability may be an issue as they are usually very busy people

Activities:

The panel feel that younger service users aren't catered for in other groups as they are not interested in going for tea and coffee every week. Suggestions were made as follows;

- MP, possibly someone from WatchTree could come and speak to panel about cycling and other activities
- SC to seek Youth Club advice and information on ideas for younger people
- SC proposed that the idea is to go as a group, for all to be included, even just for the social aspect
- Suggestions included football, cycling, day out, bowling, cinema, disco, museums
- A questionnaire is to be prepared and sent out to service users, family members and support workers to get their ideas and ascertain what their interests are before making any plans for day trips
- SC proposed that the panel members consider what to include in the questionnaire which will be prepared at the next meeting. Action: All
- JM: Keep questionnaire short, simple and straight forward to encourage people to respond – some suggestions instead of all open ended.
- LH suggested possibly getting OT students involved to help out with ideas and projects. For further investigation. Action: LH

DP had to leave the meeting at this point to go on session.

Any Other Business:

It was suggested that a female support worker should be included on the panel to provide input alongside the male member. LH confirmed that a female support worker will join the panel and alternate with DP depending upon shift requirements, as providing support to our service users must be our priority.

SC suggested an Annual Awards Evening in Cumbria to celebrate the Neuro Partners staff awards presented during the year. JM will investigate the feasibility as awards are not regional but are presented to Neuro Partners staff on a national basis.

SC suggested that Neuro Partners Directors put aside some time once a year to meet with service users.

SC proposed holding an 'open' Governance Panel meeting once per year to allow service users, support workers and family members to informally give input and get to know the panel

- JM stated that panel is already open to all
- Suggested possibly having an all-round meeting later on in the year to bring things to a close

It was suggested by SC that during staff training weeks, in addition to service user and family members we already invite along, a member of the panel is invited along to share what the panel does. To be discussed with Training Manager. Action LH

For Discussion at Next Meeting:

- Review ground rules
- Decide on what to put in questionnaire
- Further suggested activities
- Guest Speakers

Date of Next meeting:

12th September 2011 at 10:30am
Neuro Partners, Bourne House, Carlisle

MP will Chair the next meeting.