

GLENURQUHART CARE PROJECT

Scottish Charity SC023575 Company no. 157417



MINUTES OF 21ST OPEN & ANNUAL GENERAL MEETING held at THE GLENURQUHART CENTRE, DRUMNADROCHIT WEDNESDAY, 14 DECEMBER 2016 AT 7.30 PM

1. PRESENT

Members: David Fraser, Lesley-Ann Inglis, Neil MacInnes, Edward Redmond, Allan Lemon, Erik Trelfer, Nigel Fraser, Edward Redmond, Alan Bell, Jan Bell, Elizabeth Owen, Anne MacDonald, Cllr Margaret Davidson, Mamie Girvan, Mairi Grant, Pam Lemon, Pam Lucas, Ann Brown, Maureen Clyne,

Staff: Paula Cooper, Sheila Lumsden, Eileen Wield.

Friends, Centre Clients, Guests: Karen Anderson,

David Fraser (Convener) chaired

2. APOLOGIES

Dr Joanne Sutherland, Heather Redmond, Ann MacInnes, Donellan Mackenzie, Jean-P Sieczkarek, Diane Norris, Carolyn Wilson, Cllr Jean Davis, Mhairi Marshall

3. WELCOME

Convener David welcomed all, including Cllr Margaret Davidson, and guest Karen Anderson of Highland Carer Voice. He noted current Trustee/Directors as Edward, Erik, Lesley-Ann, Neil, and Allan and thanked Edward for the good period of handover as Convener. It is hoped Nigel and Carolyn will be elected to the Board today.

4. FINANCIAL REPORT – David Fraser

He noted that GCP is now a business of over £500k turnover, with requirements for extra Audit work, and which Paula has responsibility to manage.. Year 2016 deficit has been about £75k, from deficits of £65k and £45k from 2014 and 2015. The last AGM reported the problems being addressed and as of today the 2017 deficit is projected to reduce to £40k. The main reasons for this situation are that (i) NHS Day Care payments have not increased in recent years in spite of an £20k pa increase in labour costs, and (ii) Home Care had a good start but lowered NHS rates left us about £50k pa less income.

-Q. Alan Bell – are these losses cumulative?

-A. Not all losses are 'actual', but are in depreciation of items such as the Bus which had been funded earlier by a £45k donation. Historically we have annually been between break-even and loss by depreciation. We have uncommitted reserves of about £300k. We pay at least the Living Wage, and are addressing heating costs.

5. CONVENER'S REPORT – David Fraser

We continue to deliver very high-quality services for 24 Day-places and 170 to 220 hours/week of Home Care. This remains a challenge in our coverage area.

Housing development is moving on at a pace.

Earlier this year Convener Edward noted the financial position we were in and asked David Fraser, Jim Barr and Margaret Davidson to take a wider look, and they prepared a Report. What we do is good but is too dependent on the NHS. We used to be able to deliver broader care socially, which is not so easy now. We are now including some private care. Soirbheas funding may allow 'shopping visits' for users. We are now trying to help Carers, and seek funding support for that.

Susan is pursuing the housing, hopefully this will be 'mortgage free' for GCP and give an income stream.

This builds to us having folk living next door, with respite and other services leading to proper integrated care. We hope Paula will have a core of resources to use as she sees the needs.

We are grateful for the skilled help volunteered by many, such as Pam Lemon.

We are talking to other communities, eg in Helmsdale, and Soirbheas is supportive. Our relationship with NHS Highland is better

David noted the passing of Sandy Whyte, one of the original GCP working group, then Trustee/Directors. He had many vital qualities including determination (also shown as a Drumnadrochit Fire Brigade founder!)

6. MANAGER'S REPORT – Paula Cooper

Paula reported a very challenging year and she gave a real tribute to the staff in supporting the Centre in every way. Proof of this was from the Questionnaires issued to all including the visiting psychologist, reporting excellence.

This year will bring more challenges but in trying new services – eg in respite, residential, in homes, or flexibly. We are researching home support, using spot purchases and other private care.

We have good partnerships building with Social Work and in raising our profile in the Community. Ideas are sought for opening up to the Community more. Some help very much, with thanks to the Board members, and for special help from Susan Clark, Carol Masheter, Karen Anderson and Pam Lemon. We couldn't have made it without all this help.

David realised with new eyes that, having been away from GCP for a while, what a range of services we provide. Other organisations either farm it out or do a narrow service. We provide good quality care directly.

Dr Duncan Thom confirms our community's low level of hospital-return patients.

7 GCP CARE REVIEW – Allan Lemon

Allan had retired from Nursing Mental Health before joining the Board in 2015. It seemed daunting to start with, but he then met the staff, users, and all others at GCP to appreciate the content of our 'Mission statement'

We are in a very highly regulated area of work and he noted various governing regulations and inspection requirements. The 2017 guidelines have 4 care 'heads', with Day Care inspections every 3 years and Home Care inspections annually but unannounced.

The 2016 inspection results are available for Day and Home Care. This year 3-4 particular areas were inspected, resulting in gradings of 4 or 5, compared with 6s previously, so we addressed this.

We now have a revised quality system in place and documentaion is being reviewed. Measures regarding staff procedure-following and accident reporting are now implemented. There are reports back to Board as necessary.

The drop in gradings puzzled us but we consider recommendations are now addressed. The next inspection is likely in January. Allan, Paula and the 2 managers will meet regularly to monitor the quality standards.

David commented that, when doing his review, he had no doubts about the quality of care, the only issues being in administration and financial control. Allan is doing internal audits and checks.

8. GCP HOUSING PROJECT UPDATE -Susan Clark, Project Manager

Susan noted that, at the last AGM, we had just received funding from the Community Land Fund.

We have now purchased the land for the 12 units, and an extra piece from neighbour Albyn.

We set up a separate company for building the units, to reasonably isolate GCP from risk, but in the longer term, GCP will manage them. The Architect, Engineer, QS, and legal advisers are appointed.

Planning Application is submitted and the drawings are on show. We hope for the Application result next week, and the detailed application will follow.

Highland Council have given us an extra £120k, and our Rural Development Fund application is through its 1st stage, so we hope our target of 'needing no mortgage' will be met.

Excitement is developing that we can realise the GCP idea that we can 'stay in our Community'. A Stakeholder group was set up with representatives from Cannich, Balnain, Abriachan, Drumnadrochit, to keep all informed.

The key to the design is to be very flexible, with extra provision for changes (eg strong support joists). A list of people interested in the units is developing and letting Policy is being defined.

The name 'Dal of Kilmore' is defined for the Housing (thanks to Duncan MacDonald's advice)

We are discussing the possible start of sewerage works and, if funding is in place, hope to start building next year.

9. CONVENER SUMMARY -David

- David thanked the GC(D) Board* for pressing on with the Housing Project. [*Diane Norris,Erik Treffer,Neil MacInnes,Mike Cowman,and Angus Maclean (and Carolyn Wilson Treasurer)]
 - He hopes a full flavour has been given of all we do..
 - Our aim is to give holistic services to our whole area with nothing too difficult to attempt. NHS recently phoned Paula to consider a new idea.
 - We have been in a difficult place but are addressing the issues. Our NHS links are better, giving chances for extra income -eg we will be able to use 2 of our 24 Day Care places privately at no NHS income loss.
 - Remoter Care at Home provision remains a challenge, but we continue talking to NHS.
 - The Board will develop communications, and several themes are being developed to change the income stream. We will try not to give the community unwelcome surprises!
 - We might open at weekends if we can establish who pays for this.
- NHS's J-P Sieczkarek had sent apologies, saying NHS was excited with our ideas, aligned with our themes, sees us as a partner in promoting community resilience,, and notes we have taken stock

Cllr Margaret Davidson notes that the NHS took 5 years to get the idea of keeping folk in the community, not just in their homes. Official research supports that this is healthier for people. NHS understands this but it coincides with a 5-10% budget cut, with Raigmore being a main spender. She sees other communities waking up to taking control of their own 'older' services. There are many activities such as Lunch Clubs but The Glen Centre shows how to take control and direction. We can see issues for GPs etc, through our model, and we do save NHS money. GCP is the only Highland community likely to get the contract we now have. She presses for the value of community-delivered services. SDS provision offers an income source
She noted that the Centre's life will be complicated by providing multiple services. She hoped other areas, such as mental health, autism, can be addressed by us using our sense of well-being..

10. KAREN ANDERSON – Highland Carer Voice Co-ordinator

Karen's post is NHS-funded, via 'Connecting Carers'
Anyone caring has many roles to deal with, so they are developing support for these carers. Carers are very important in deciding choice of SDS, and in crises. There are now Carer Improvement Groups in many issue-areas.
NHS Adult Services Funding Group decides allocations. The primary role is to address carers as a community in themselves. Paula and Cllr Margaret discussions led to a Carer group at the Centre, with some funding. Carers can share confidences, often making others realise they have been in the same role themselves
She has helped with Respite Review notes, and emphasised that Respite priority is not for an individuals' change of venue, but must be for the Carers' relief. When the budget is released for this new Respite work, there is a chance for GCP as a provider.
Carers' developing problems have to be watched for.
SDS options are that (a) Carer decides, (b) a company acts as a broker to handle and budget, (c) traditional services provide, or (d) a mix of (b) & (c)
GCP could consider providing 'Respatiality' - when Hotels offer out-of-season rooms cheaply
She is on the Government's 'Carers Scotland Group', and a Carers own budget may be introduced.
Karen thinks the GlenCentre's staff and users are highly impressive, and will explore her many links for chances of 'steering' project funding.
David thought this excellent that we are now getting effectively to the Carers.

11. AGM BUSINESS

a. MINUTES OF 20th AGM 9th Dec 2015 and Matters Arising

The Minutes were agreed, for signing
There were no Matters Arising from them

b. DIRECTORS REPORT AND 2016 AUDITED ACCOUNTS

These had been approved by the Directors and copies were made available for those wishing them.

c. RE-APPOINTMENT/APPOINTMENT OF DIRECTOR/TRUSTEES

(i) Edward Redmond, Erik Treffer, Lesley-Ann Inglis, David Fraser retired as a Director/Trustees,

- (ii) existing GCP Director/Trustees Allan Lemon and Neil MacInnes continue their terms
- (iii) Erik Trelfer, Lesley-Ann Inglis, David Fraser were proposed for re-appointment.
- (iv) Carolyn Wilson and Nigel Fraser were proposed for appointment
- (v) GCP Members approved appointment of all these 5 proposed, as Director/Trustees:
- (iv) There remain no Director/Trustee vacancies.

d. APPOINTMENT OF AUDITORS

Current auditors Johnston Carmichael were willing to continue and it was agreed they be re-appointed subject to Fee agreement.

12. ANY OTHER BUSINESS

Edward Redmond was stepping down from the Board after 6 years, including as Convener, and was thanked for his good work during a difficult period.

There being no further business, the meeting closed at about 9.15pm

ed 21/11/17