

GLENUHQHART CARE PROJECT

Scottish Charity SC023575 Company no. 157417

(As approved at AGM 27/11/19)



MINUTES OF 23rd OPEN & ANNUAL GENERAL MEETING held at THE GLENUHQHART CENTRE, DRUMADROCHIT WEDNESDAY, 28 NOVEMBER 2018 AT 7.00 PM

PRESENT & APOLOGIES

Members: Lesley-Ann Inglis, Jan Bell, Anne MacDonald, Jack Meredith, Miranda Service, Mamie Girvan, Dr Joanne Sutherland (Patron), Ian McWhirr, Kayleigh Fraser, Neil MacInnes (Secretary),
Trustee-Members: Carolyn Wilson, Allan Lemon, Erik Trelfer, Nigel Fraser,
Staff: Pam Poston, Eileen Wield, John Service
Centre Clients, Guests: Bridget Gordon, Ann Begg

Apologies were received from: Edward Redmond, Cllr Margaret Davidson, Ann MacInnes, Diane Norris, Elizabeth Owen, Bruce Nelson, Pam Lucas, Sheila Lumsden

1. WELCOME

Nigel Fraser (Convener) chaired the Meeting and welcomed everyone, including new Manager Pam. He noted it had been a year of challenges. From the 2 main streams of income, we do not now have Home Care, as I expect you already knew. The NHS decided [in May] to award the Home Care contract to another organisation. It has been a difficult, traumatic experience for Carers and staff, particularly during the handover gap. Revenue income is therefore 50% down so we have had to refresh how we do things well, through a review process with staff, and we are trying to look forward. It has been a bad year but things are looking up. We must find other income streams, for example though the new Housing

2. REVIEW OF THE YEAR

a CARE REVIEW – Allan Lemon

The only Care Inspectorate review of the year was the annual Care at Home review in January 2018, achieving two 5 and two 6 grades (out of 6). Daycare inspections are 3-yearly, next expected in 2019. Manager Pam has forged strong links with the Inspectorate as they introduce stronger requirements and themes. The NHS are now monitoring our Contract, mainly in the administration area.

b. FINANCIAL UPDATE – Nigel Fraser

The approved audited accounts are not quite ready but we expect to issue them within 10 days. They will show an operational loss of about £25k [excluding Housing/investment], but this amount has 'waved' up and down over the last 5 years. There have been various problems with our NHS Contracts, with Home Care under heavy pressure. We must find new ways to make money for our services, run more efficiently and sustainably and we are going through a strict review of staffing and costs. There was comment on the financial effect of withdrawing from Home Care.

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

At last year's report an initial contract had been awarded to Compass. The house frames are now all up and should be wind and watertight by the end of the year. They are 23 weeks through a 40-week programme but confidently hope for a March/April occupancy. 29 sets of applications have gone out for the 12 houses and allocation will be on the basis of need, the choice depending on a panel including GPs. A managing Agent for the flats is being tendered for now and will soon be in place.

During excavation 3 bronze age cists were uncovered with parts of beakers and some capstones, one engraved. This is emerging as a very important early human settlement area.

Our houses will allow our community members to stay in the community. A reason we didn't use standard Housing Assessments was to let us choose occupants more locally. We would have a revenue stream from these and offer occupants daycare services using the SDS payment mechanism.

We hope we will have a set of happy residents, by this time next year!

d. MANAGER'S REPORT – Pam Poston (Summary of her Report)

Pam is aware she has only been here for 3 months of the last year, so Eileen has helped with her report. Care regulation standards have been revised but are still high. We have a new car. Service User numbers were down, but are now up above 40 again. Although we have no current Home Care provision, we have daily Day capacity for 30 (22 + 8 private). We now have people from further away areas of Cannich, Beaully, Kiltarlity, and Kirkhill, and do have spare capacity.

Home Care is now provided by NHS through another provider. We have lost staff but now provide Domestic Service support to 5 individuals, 3 of whom are our Service Users. We have a pilot project, to come in for lunch, which seems popular so we hope to extend this.

Home-based respite – we have to change the current registration with the Inspectorate, for 5 service users over a 6 month trial period. The Carers Information Group was reinstated in September which we hope to expand to those who don't recognise themselves as carers.. I have met with local organisations, and work with the Great Glen Pharmacy, and in arranging Optician and Nurse appointments. I introduced myself to the Drum Practice PPG, GUCC and work with the Carers' Improvement Group. I plan to visit the MacKenzie and Howard Doris Centres and Black Isle Carers. I am in touch with Highland Befrienders, Highland Hospice and Beaully Cares. Funding is being sought through Soirbheas to operate a Befrienders Service.

We recently issued a promotional pamphlet for our add-on services. Our NHS contract requires us to pay the Living Wage (currently £8.75/hour) for services they support, but the Board have confirmed this will be paid to all staff as the fair and right thing to do, back-dated to May. There has been intergenerational work with all local schools and playgroups, and we are registered for work experience through Hi-Hopes whom we have approached regarding various awards. An apprenticeship scheme is starting soon.

We welcome the Glen Health Walks Group, Soirbheas etc, to use our premises, and have some contact with Strathallan Health Care. Improvements this year include a new car, and chairs. Our support comes from many sources. My particular thanks go to the Friends of the Centre whose monthly (10-11.30) Saturday event is well-supported. We went to the GUCC to ask others to approach us with ideas for services. Suggestions have included 'Handyperson', Meals on Wheels, Dog-walking and Shopping support.

My thanks to all our consultants, particularly Jo Adams, Susan Clark, Lesley Inglis, and other volunteers, the GCP Board members, and to many others.

e. Nigel Fraser - expressed how sorry we were to lose Manager Paula, which necessarily led to a period of over-involvement by the Board, but he felt we were now coming through this together. We hope for new opportunities to do what we do better. The £1.6M Housing project is going well and is a huge community asset. He thanked Members, Friends, Staff and Board Members for all their work and asked us to look onward and upward.

3. COMMENT and QUESTIONS

Q – John Service thought it disappointing that there were only about 4 of the general public here tonight. He suggested staff and users have felt ignored with no sign of staff pay and allowances, which were currently being reviewed, improving going forward .

A- Nigel was sorry he felt this but we mustn't forget we are a Charity currently losing money and which the Board runs voluntarily for you, the community. We could give strong thoughts about recent NHS actions but not for mentioning now. We have given everyone at least the 'Living Wage'

Erik noted that our staff were excellent although the NHS seem less interested in this than in a lowest-cost service. He shared some disgust at the lack of public attendance but suggested this could be taken as a sign of general content with the provided services.
John did not feel convinced that staff concerns were being adequately heard, but Nigel said the Board wished to do the best for them with available resources.

Susan commented that no money for the Housing project has come from any of the Centre services. There is a separate GCP Board for managing the housing, to isolate the construction risks from GCP. The Community had asked GCP to take on this role voluntarily for them, and we are lucky to have the land granted through the Scottish Land Fund. The Centre separately received donations and grants, for example, for the new car, building insulation and LED lighting. So please give us any new ideas for fund-raising for the Centre's main operations.

Q* -Lesley asked for clarification on how the loss of homecare affected the financial picture because the message seemed to contradict what was previously publicised. A - Subsequently to the AGM, the board clarified that they meant income would have to be increased despite homecare ceasing, not because of it. [**Amended as agreed from 27/11/19 AGM*]

Q -Bridget Gordon noted that the Housing application forms asked no date of birth.
A -She was assured that this won't affect the application as age would be asked if needed.

Q – Jan Bell asked how the new Homecare Provider is getting on?
A. - We get no feedback from them or NHS on this. We are also disappointed that no-one from the Community Council, or Councillors, were able to attend tonight.

Q- Why are some staff leaving; is it through feeling undervalued?
A -Nigel couldn't really say in public but does not think it due to a lack of Board efforts.

Q - Ann Begg felt some staff had lost spirit, but their continuation reinforces that they see their work as a calling, not just for income.
A – Nigel assures all that he has tried hard to understand these feelings.
Erik noted that Paula said what a big strain Home Care had been on the staff, so the Board had acted on that. Although that's no excuse for the last 6 months of concern, we do need to build more consensus between staff and managers.

Q Ann Begg expressed concern at the lengthy forms service users have to regularly complete
A – New regulatory requirements mean we have to regularly review service users' needs and circumstances. Pam Poston confirmed that staff do help with completing forms if needed and she has taken steps to redesign the forms with the approval of regulators to remove duplication of some questions and make them shorter to complete.

Pam notes that the new requirements of Care regulation drive much of the paperwork but assured that the feedback means she is finding ways of reducing the forms. Allan commented that significant paperwork is unavoidable to provide evidence as needed.

Susan suggested staff ask the Manager, if they don't understand what particular forms are for.

John was assured that staff are not just being asked to 'pull up their socks', and it is understood that the changes required have been stressful. It is all part of making the Centre a more streamlined and efficient operation, reducing waste and unnecessary work and having better control over expenditure. We need to work smarter – but we are not compromising on the excellent service and facility we provide.

Nigel summarised that these points would be considered further, and looked forward to an improving situation.

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4. AGM BUSINESS

(voting by GCP Members only)

a. MINUTES OF 22nd AGM 22 Nov 2017 and Matters Arising

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

b. TRUSTEES REPORT AND 2018 AUDITED ACCOUNTS to 31st March 2018

The Trustees required minor clarification before approval, but they would be made available for those wishing them, and on the GCP website, within 2 weeks.

c. APPOINTMENT/RE-APPOINTMENT OF GCP TRUSTEE/ DIRECTORS

Erik Trelfer and Carolyn Wilson retired as those longest-serving
They were proposed and **RE-APPOINTED** by the Meeting

Jack Meredith, Bruce Nelson and Elizabeth Owen retired, being appointed since the last AGM,
They were proposed and **RE-APPOINTED** by the Meeting

Nigel Fraser and Allan Lemon continue their appointment
There remain 2 vacancies for Trustee/ Directors, of the maximum 9.

e. APPOINTMENT OF AUDITORS

It was agreed that Frame Kennedy, C.A., Inverness, be re-appointed, subject to Fee agreement.

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5. ANY OTHER BUSINESS

There being no further business, the meeting closed at about 8.45pm