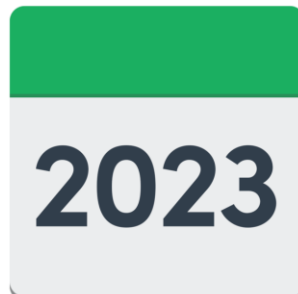


HYS Meeting Minutes



What we talked about on





Welcome



Hello and welcome



Meeting rules



Dale Goodfellow, Quality Manager at TAG joined HYS to update us on work that has been done on:



- Keyworkers



- Reviews



Problems with reviews and keyworkers



Dale said: We know that reviews and keyworkers have been a problem for a while. Care inspectorate visits, TAG Audits and evaluation results have told us this.

Problems with reviews:

- Everyone should get a review every 6 months. This is not happening.



Problems with Keyworkers include not everyone:

- see's their keyworker enough
- has a keyworker
- Is involved in choosing their keyworker
- knows who their keyworker is





Work that has been done on reviews

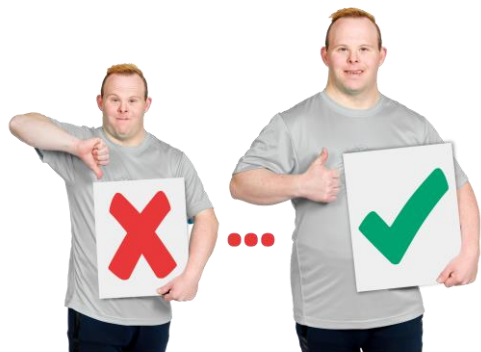


Dale and Beau from the Quality Team interviewed 15 people we support to find out

- what was working well
- what could be better
- changes people would like to see.



We now do mini reviews that are shorter but happen more often. Evaluation results show this has made things a little better.



We still have work to do to make sure

- Everyone gets a review every 6 months
- all teams are doing mini reviews in the best way.



Review Questions



HYS asked: Can reviews be done outside of support time?



Dale said: Reviews can not be done outside of support time. This is because there is no money from funding to do this.



HYS said: more funding is needed so reviews can be done outside of support time.



HYS said: It is frustrating that we are paying for reviews but not getting them.



Review Questions



HYS said: It is not always easy to say how you really feel about support when you are speaking with the staff that you work with.



Can you:

- have a review with staff that you do not work with.
- Invite someone that can help you to speak up about what is important to you.



Dale said: Yes, you can do both of these things. It is important to have the right people at your review.



HYS said: It can sometimes be hard and take a long time to get the people you want at your review. This can be frustrating.



Review Questions



Gayle said: Evaluations showed that people were having mini reviews with keyworkers and staff.

Some people missed connecting with their manager and felt this was still important to do.



Dale said: Managers are very busy due the staffing crisis but this is something I need to think about.



Work that has been done on keyworkers



TAG have made 2 new training courses so staff and managers can learn more about keyworkers and how to support them.



Keyworker worker events were run on the Activity website. This included, easy read keyworker information, keyworker awards etc

Not everyone at HYS knew

- What a keyworker is or that they should be involved in choosing their keyworker.
- That there was a keyworker easy read.
- Some staff did not know there were keyworker training courses

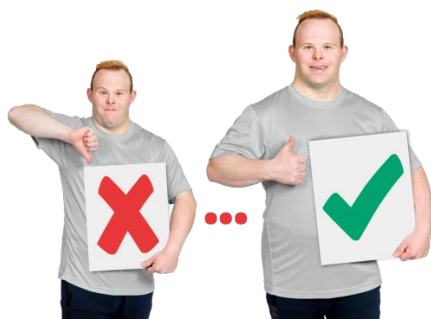




Work that has been done on keyworkers



Gayle said: Making sure everyone hears about work like this and gets the support to engage with it is an ongoing issue.



Dale said: It is important that the people we support and staff understand what a keyworker is and what information is available.

This is an area we need to do more work on.



Keyworker questions



HYS asked: what happens if you do not get on with your keyworker?



Dale said: You can change your keyworker if you do not get on.



Dale and HYS said: It is important that your keyworker is someone you

- enjoy spending time with
- can be honest with
- can have tough conversations with
- can trust



It is important to remember it can take time to build up a relationship with your keyworker.



Keyworker questions



HYS said: Keyworkers keep changing.

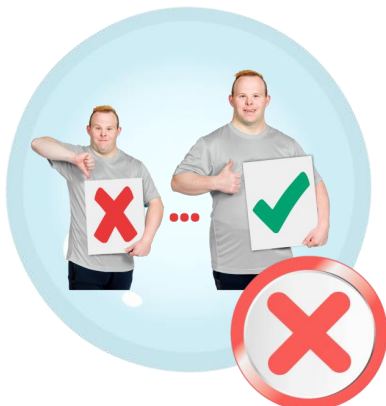
Some keyworkers leave unexpectedly and it can take a long time to get another one.



This can be very frustrating and stressful.



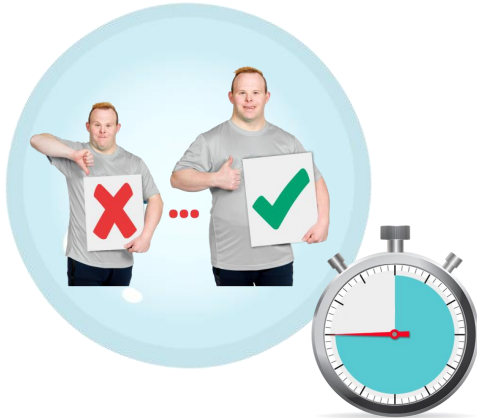
HYS said: How do we make keyworkers and reviews better when the staffing crisis means we do not have enough staff?



Dale said: It is a challenging time and not having enough staff does make it harder to make changes so things can be better.



Staffing Crisis



It is true that we may not be able to fix everything quickly. We will keep trying till we do make the changes needed to make things better.



Numbers of new staff joining TAG has gone up. We hope this continues as it will make it easier to make changes.



HYS said: The staff we already have work very hard and do not get paid enough. This can mean people do not want to work in social care.



How can we keep the staff we have and encourage new staff to keep joining.



Staffing Crisis



Dale said : Staff work very hard and often go above and beyond. Things like working extra shifts.

Social care staff are not paid enough but this is not something TAG can change as it is the Government that decide this.



We are working hard to find new staff. Things like recruitment days, instant interviews and providing staff training as quickly as possible.



HYS said: How is it safe if training takes less time



Dale said: Team Managers have to check that new staff have done all their training and checks before starting support work.



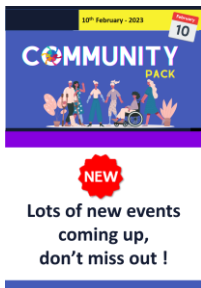
Other business



HYS said: Visual impairment training for staff has not happened due to the staffing crisis. What can be done?



Gayle said: I will look into this and get in touch with HYS members that were involved in this.



HYS said: Adverts need to go in the Community pack earlier so you can plan ahead. Gayle will look into this.



HYS said: Staff do not get enough travel time. This could add to reasons staff may want to leave TAG.

Dale said how Teams work is being looked at.



Other business



How did people feel about today's meeting?

A HYS member said: Sometimes I felt I was being ignored in the meeting.



Dale said: I am sorry that you felt this way and I did try to make sure everyone felt included.

I will try harder in future to make sure this doesn't happen again.



Gayle said: For our next meeting we can print some cards out that people can hold up to say they want to speak.

This way it will be easier to spot who would like to speak up so no one is missed.



Other business



HYS said: It was good to get honest answers to our questions.



Dale said: It was great to talk to everyone and to hear your views.



Thank you for coming to the meeting today.