

**Minutes of the Community Care Committee meeting held on Wednesday 10 January 2018
at 2pm.**

Present: H M Smith (HMS) (Chair), T Ebbon (TE) Warden, Community Care Scheme, A Bradnam (AB, arrived 2:50pm)

In attendance: S Corder – Clerk

1. Apologies for absence

T Leavens (TL) - personal

2. Declarations of interest and dispensations

- a) To receive declarations of interest from councillors on items on the agenda; None received.
- b) To receive written requests for dispensations for disclosable pecuniary interests (if any); None received.
- c) To grant any requests for dispensation as appropriate. None received.

3. Approval of the Minutes of the Community Care meeting held on 11 October 2017.

Defer to next meeting as meeting was not quorate.

4. Community Care Warden list of courses attended

First Aid Resuscitation – Anaphylactic Shock

5. Mobile Warden Scheme Update – Report from Mobile Warden

TE tabled her report and gave an update on her clients. It was **AGREED** that this report should be marked up as “Confidential” and dated.

TE is at full client capacity

TE has put together a client folder for each home, which contains: warden letter, communication book, life line test paper, smoke alarm test paper, key safe letter, family and doctor information and food catalogues.

TE tests clients smoke/fire detectors and reports faulty equipment to the Fire Services for repair.

6. Community Navigator Report

TE has been advising/helping local residents with general issues, helping with benefit claims, access to wheelchairs and general information.

7. Satisfaction and Comments Questionnaire

TE suggested putting a Satisfaction and Comments questionnaire in each client’s folder for clients/family members to feedback any queries or concerns. The questionnaires would be reviewed as soon as possible and then on a yearly basis for concerns/queries to be discussed. HMS to adjust template questionnaire.

A “Complaints, compliments and donations” procedure is needed, specifically for the Community Care Scheme. This could be based on the PC policy but refer to this Committee rather than full council in the first instance. HMS will draw up a policy for discussion at the next meeting.

8. Mobile Phone for Holiday Cover

TE has been looking into a Tesco pay as you go phone for the holiday cover worker to use. TE suggested a basic phone £4.99 with £10 top up.

9. Barnabas Court Update

All flats are occupied.

10. Grant Funding

Received £500 from Milton Parochial Charities and an extra £400 from The Jean Gallagher Trust towards the Community Care Warden Scheme.

Clerk has applied for the SCDC Mobile and Community Warden Grant Scheme for a £2,500 grant.

Awaiting decision.

11. Any Other Business

Nothing to report

12. Date of Next Meeting

Wednesday 11 April 2018 at 2pm.

Meeting closed 3.20pm

Signed: Dated: