

**Erosh**

**South Wales Regional Network Meeting**

**Thursday 4th July 2019**

**Tai Ceredigion Offices**

**Present:**

Louise Evans – Tai Ceredigion

Eleri Jenkins – Tai Ceredigion

Carol Seabourne – Delta Wellbeing

Claire James – Trivallis

Rena Karadogan – Trivallis

Trudy Davis – Linc

Richard Sheahan - Linc

Karen Jones – F1 Modular Construction

Paul Wilkinson – F1 Modular Construction

Brian Lavelle – F1 Modular Construction

Andrew Burns – United Welsh

Jemma Browning – United Welsh

David Watkins – RNIB

Pam Wainwright – Newydd HA

Hannah Rowson - MHA

Michelle Brewer - Melin

**Apologies**

Judith Jeeves – Valleys to Coast

Elizabeth Willington – Valleys to Coast

Matt Kennedy – CIH

Rebecca Mollart – Erosh

Jason Wroe, Newydd

Kelly Hall, Cardiff gov

Carol Seabourne, Delta Wellbeing

Sarah Davies, Newport City Homes

Sian Stephens, Carmarthenshire gov

Jean O’Neill, Mid Wales HA

Rebecca Iddon, United Welsh

Caroline White, Meliin Homes

Sarah Davies, Coastal Housing

Collette Williams, Cynon Taf

Kerri, Cynon Taf

Angela Hiscox, Caerphillly

Diane Thomas, Swansea gov

Sian Kyte, MV homes

Joanne Kirrane, Melin homes

Sian Nicholas, Monmouthshire

Mark Williams, Family Housing

Leah Manna, Tai Tarian

Julie McCarthy, MV homes

Rachel Rees, Tai Calon

David Chinnick, Linc Cymru

**Welcome**

Richard Sheahan welcomed all attending and thanked Tai Ceredigion for hosting the meeting and providing lunch.

RS listed apologies received and that Matt Kennedy’s item would still be discussed.

**Minutes and Matters Arising**

RS updated the group on ‘Welfare Reform and Universal Credit’. He met with Karl Thomas (Welsh Government) to discuss funding and provision of emergency alarms including the role of alarms and why funding is important.

Regarding sheltered housing being considered exempt/specified accommodation, RS advised that local authority approaches differ across Wales – not a consistent approach. RS will share Linc’s proforma which helps to demonstrate whether a tenant has support/care needs.

**Update from Members**

**United Welsh –**

* Review of older persons service ongoing. Have met with their staff team to discuss future shape of service – more flexible intensive housing management service.
* Also reviewing their fire policy including moving away from stay put to delayed evacuation. AB queried information provided at a recent strategic partnership meeting where the need for PEEPs had been questioned. Other members of the group had received the same feedback from the meeting. RS to invite a fire service rep to a future Erosh meeting.
* Also reviewing out of hours system. Informal staff escalation process in place at present. AB asked what other organisations do:-
  + Trivallis (RK) – Staff provide on-call service – paid and part of their employment contract. Respond to emergencies via Delta call centre where there is no next of kin or not a maintenance issue. Average of 4 call outs per week. Negotiated with staff when they changed from residential posts.
  + MHA, Melin and Linc – Out of hours calls dealt with by a call centre or on-call staff member. Small number of serious incidents escalated to managers each year.

**Tai Ceredigion** –

* Have had their SP funding for the alarm service stopped. TC are not disputing the principle as many others have already had the same but there was no consultation with tenants or TC.
* SP support contract will be put out to tender. Consultation to be undertaken. Have 9 Scheme Managers, 70% of service funded by SP.

**RNIB** –

* Cardiff City Council are the first local authority to receive Visibly Better accreditation. Flintshire will be next. Visibly Better being extended to England – new national logo developed.
* DW explained how Charles Bonnet syndrome has become more evident from discussions with tenants at coffee mornings. Reluctance from some people to discuss symptoms. DW offered to write an article for us to use in newsletters.

**Melin –**

* Recently completed third sheltered scheme refurbishment at Waterside Court, Cwmbran. Has transformed what was a dated looking scheme.
* SP funding for alarms ended in Newport at end of June. Also ending in Monmouthshire and Blaenau Gwent. Same decisions are affecting several Erosh members so RS suggested including alarms and good practice approaches on agenda for October’s meeting.

**MHA –**

* Hannah introduced herself as this is her first meeting and she has recently started work in the team.
* MHA reviewing their offer to older tenants.
* SP funding for alarms is also being withdrawn so are reviewing their approach.

**Delta –**

* Provide alarm monitoring and out of hours service for Trivallis, Bron Afon and Tai Calon.

**Trivallis** –

* 11 schemes have been nominated for regional and/or national awards. Have run an inter-scheme quiz with a head-to-head competition between final 2 schemes. Also have schemes gardening competition.
* Needs assessment process changed – more streamlined ‘Wellbeing Review’ involving signposting to services.
* New initiative to provide basic training to tenant reps on dealing with anti-social behavior to provide peer support if a tenant would prefer not to speak to staff.
* The new 3-5 year SP generic floating support contract for RCT went live in April with Trivallis covering the Taff area. Support 355 service users. RK fed back the benefits of there being a smaller pool of support providers.

**Linc Cymru**

* Have lots of construction ongoing. Ty Ynysawdre and Ty Llwynderw Extra care scheme are complete and open. Group members are welcome to visit.
* Another scheme being built in Aberdare is of modular construction and Erosh meeting in January 2020 will be held there for members to visit.
* Have received notice from Blaenau Gwent SP Team that support contract will be put out to tender and alarm funding will end in March 2020.
* Have received an assistive technology grant in Blaenau Gwent to fund equipment including Alexa devices. United Welsh and Linc will be holding an Open Day. RS to circulate details.

**CIH/Erosh Conference Topics**

RS explained that Matt Kennedy had requested topic ideas for this year’s conference. Group suggested following:-

1) explanation of membership levels and benefits

2) fire safety

**F1 Modular Construction**

RS welcomed Karen Jones, Paul Wilkinson and Brian Lavelle to the meeting. They provided the an introduction to their company and information about their services and products:-

* Established 1986 and provide full modular design, fabrication and delivery service including extra care schemes and affordable housing. Factory in Newtown employs 93 staff. Use local suppliers.
* Cost effective modern method of construction.
* Working with Linc to deliver new Maesyffynnon extra care scheme in Aberdare: on site at the moment. Will provide 40 flats plus communal spaces. Linc received funding via Welsh Government Innovative Homes Programme. F1 Modular also delivering 2 x 2 bedroom houses for Grwp Cynefin in Denbighshire funded in the same way.
* Electrics, carpets, appliances and decoration fitted/completed before each section leaves the factory. External finishes added on site.
* Accessibility of sites is vital due to large lorries needed to transport sections. Transport survey completed as part of partnership.
* The quality of the scheme, décor and opportunities for social interaction were important to Linc. Have met monthly on-site and have had fire service input.
* Linc estimate using modular construction will save 6 months in completing project.
* Website [www.f1modular.co.uk](http://www.f1modular.co.uk). Visits to the factory can be arranged.

**Partnership Working in Extra Care**

RS welcomed Trudy Davis from Linc to the meeting. Trudy gave a presentation providing an overview of her role and partnership working at Linc schemes in Maesteg:-

* TD manages two recently completed schemes including a residential dementia care element.
* Have common set of standards / key principles in place for Linc and Bridgend CBC staff. TD works closely with the Care Manager. TD highlighted how important positive relationships are in providing good care and support.
* Person-centred plans and risk assessments are developed for individual residents with the aim being to promote independence with a safety net.
* Important that residents have a voice – carry out regular reviews, surveys and meetings (including with families).
* TD highlighted the importance of understanding the language of dementia.
* TD co-ordinates activities as part of her role. Links with the local community include schools. At the scheme, there’s a piano for residents to play and jigsaws are always available for anyone to add to.
* Schemes include hospitality which is available to all residents.
* TD invited the group to visit.

**Fire Systems**

Several members of the group referred to information provided at a recent strategic partnership meeting where the need for PEEPs had been questioned. RS to invite a fire service rep to a future Erosh meeting.

It was generally agreed that there was no consistency around guidance from the Fire Service with often contradictory advice depending on what officer you spoke to.

**Future Topics for Discussion**

* Delta Wellbeing would attend to discuss their preventative model
* A rep from the Fire Service would be asked to attend again
* Assistive technology and alarm funding/provision

**Dates of meetings for 2019/20**

Thursday 3 October Trivallis, Ty Pennant, Mill Street, Pontypridd CF37 2SW.

Thursday 16 January 2020 Linc Cymru Maesyffynnon Extra Care scheme, Aberdare, RCT