

The West of England Friends Housing Society
Minutes of the Board Meeting held at Avenue House on Tuesday 19th February 2019 at 6:45pm

Present: *Board Members:* Tim Wye (Chairperson)
Neil Allan, Jo Gray, Janet Lynch, Melanie Mackintosh, Jerry Oliver, Michael Tuckwell
Avenue House: Carol McCarthy, Karen Parkin (minutes)
Bishop Fleming: Claire Argrave

1. Moment of Silence

In accordance with our Quaker values, a moment of silence was taken prior to the start of the meeting.

2. Apologies and welcome

Apologies were received from Caroline Cooper and Chris Szpojnarowicz. Carol McCarthy (Avenue House Assistant Manager) was welcomed to the meeting.

3. Board Membership

- Chris Szpojnarowicz and Jo Gray were officially appointed and welcomed to the Board.
- Angela Vaitilingham has resigned from her position on the Board. Thanks were expressed for her contribution to the Board.
- Colin Milsom has also resigned. Again, thanks were expressed for all of the work he undertook on behalf of the Board – it was proposed that he be asked about being a potential architectural advisor. **Action: Tim**
- As a result of these resignations, we would like to recruit new members, particularly someone with a buildings background and a replacement Tenant Representative. This will be cast across the Quaker Community. Chris Askew's name was suggested. **Action: Michael**
- Following a successful probationary period, Jerry proposed Tim sustaining his position as Chair – this was seconded by Jo and the remainder of the Board.

4. Agreement of minutes of the meeting held on 13th November 2018

The minutes of the meeting held on 13th November 2018 were agreed as being a true account of the meeting, and were signed off by Tim.

5. Financial Report by Bishop Fleming

The accounts for December 2018 were discussed (at the time of the Board Meeting, the accounts for January 2019 were still in progress due to work on the year end accounts taking precedence).

- The accounts for December 2018 are showing a 2018 surplus of £132k – after adjustments this will be around £140k
- The draft accounts which includes Tim's report for the year will be circulated
- We are currently running at around £100k surplus each year, so whilst looking at using our reserves accrued from these surpluses, we also need to look at spending more of our revenue. Ideas for this were:
 - To speak to Caroline about any need for extra staff **Action: Tim**

- To look at bringing everyone up to the National Living Wage (currently 4 staff members do not achieve this), whilst still maintaining a pay gap between grades. This could be done in a year.

6. Reserves Policy

Actions arising from previous meeting:

- It was agreed that the Reserves Policy remain at 12 months until the year-end figures are finalised. To review in February 2019.

Views regarding the Reserves Policy and reducing the number of months' worth of reserves we hold were invited:

- Michael Tuckwell, Neil Allan and Melanie Mackintosh all said they would lean on the side of caution and keep it at 12 months.

It was agreed that the Reserves Policy remain at 12 months – to review around the time of the next budget in October 2019.

7. Written update from Manager

Actions arising from previous meeting:

- Reasons for damp in Kirwin flat to be investigated – COMPLETED
- Melanie to write to tenants re: Mediator – COMPLETED
- Letter to be written to the property owner of the building adjacent to Lansdowne re: tenants throwing things onto the roof – CARRIED FORWARD.

Action: Tim

Carol McCarthy was in attendance to give the Manager's Report on Caroline's behalf:

Avenue House

- Our pharmacist visited on 10th January 2019 to carry out our annual medication inspection (storage, recording, administration and disposal practices). They found medication standards were again being carried out to a very good and safe level.
- The en-suite refurbishments continue. To date, 14 bathrooms have been completed.
- Following a health & safety risk identified with a resident turning the light in the stairwells off at night, the lighting in these areas has been changed to sensor lighting.
- Quotes are being obtained to replace the downstairs carpet due to wear & tear.
- Discussions regarding changing the carpet in the dining room to wood effect flooring have been held with the residents. There seems to be a split in opinion – some feel the noise levels would be increased due to lack of carpet where others see how wooden flooring would be better for infection control. There are 2 options:
 - Using Van Gough Wood Effect Tiles
 - Using Tarkett Contract Sheet Safety Flooring (vinyl effect)
- Tim visited Colston's Primary School with a view to discussing intergenerational visits – to follow up with Caroline.

Action: Tim

- A staff issue was discussed which is detailed in the confidential section of these minutes.
- Several staff have attended a Virtual Dementia Tour training session which they all found very useful and enlightening – it gave the staff a better understanding of how disorientating and distressing dementia can be for those suffering with this condition.
- Supervision training has been arranged for the Management Team on 11th March.
- Our Gold Standards Framework portfolio is due to be submitted by 3rd May 2019 – assessment visits will then take place in June / July. This will go to panel in August 2019 where a decision about accreditation will be made.
- Two new residents moved into Avenue House this month, with a third arriving in March. This leaves us fully occupied apart from one room which is kept back for the en-suite refurbishments.

Kirwin House

- A new tenant is moving into Flat 11 on 1st March. Introductions were made at the tenant meeting held on 15th February.
- The redecoration of the communal areas started on 11th February. This is expected to last 6-8 weeks.
- A confidential tenant issue was discussed which is detailed in the confidential section of these minutes.

Lansdowne House

- Lansdowne House remains fully occupied.

General

- Hancock Stone are due to commence works to all buildings on 18th March.
- Re-evaluation for insurance cover has been completed.

8. Accessible Housing Plans and Feedback from Strategy Meeting including decision on options

Actions arising from previous meeting:

- *Quantity Surveyor to be appointed to give accurate costings of build – COMPLETED – approximately £1 million.*
- *Special Meeting to be held to discuss pros/cons of accessible housing, plus potential other uses of the reserves – HELD 21.01.19.*

It was agreed that the plans for new build accessible housing be stopped for the following reasons:

- The costs involved would mean borrowing significant capital
- Four flats are not enough to guarantee there is a vacancy available when someone in other flats needs it which would therefore not solve the problem of moving people when their mobility reduces
- Disruption during building phase
- The market for Extra Care Housing in Bristol has really developed in the last few years with lots of options becoming available.

Other options for using capital were discussed:

- Accessibility - Someone is coming in to see for definite whether or not a stairlift can be fitted in Kirwin House.
- Increasing room numbers at Avenue House - It was historically felt that Avenue House needed to be of a larger capacity to remain financially viable although now that does not seem to be a problem. It was agreed that being a small size is an asset – we feel homely, provide quality, continuity of care and know all of the residents and families really well. We remain relatively low care which is becoming a niche market.
- It was agreed that an architect be employed to look at making alterations to Avenue House, particularly enhancing the day care offer and to look at addressing the safety and accessibility of Kirwin and Lansdowne Houses. Tim would welcome some support with this. **Action: Tim**

9. Board Governance / Update on Board Member Visits

Actions arising from previous meeting:

- Health & Safety audit to be carried out – COMPLETED
- Schedule for monthly Board Member visits to be drawn up – COMPLETED

Month	Board Member	Sections to be assessed
December 2018	Melanie	S4, E5
March 2019	Michael	E4, W3
April 2019	Chris	S3, R2
May 2019	Jo	E3, C2
June 2019	Tim	W1, R1
July 2019	Jerry	S6, W4
August 2019	Melanie	R3, E2
September 2019	Neil	E6, W5
October 2019	Michael	E7, C3

- Consider how we might further embed Quaker values – we already have a weekly Sunday morning meeting for worship, plus a monthly Friday afternoon meeting. It was suggested that we put something more prominent on display detailing our Quaker Values and to repeat the talk given to the staff about Quaker values for the new staff members that have joined us.

Action: Caroline/ Michael

Feedback from Board Member audits since last Board Meeting:

- Jerry looked at areas surrounding safeguarding, care plans and pre-admission procedures. He was pleased with what he saw. He is also pleased that Board Members are engaging with the format of the visits and it's paperwork – we can show CQC that the Board is taking a significant interest in the care at Avenue House.
- Tim had two minor comments to make following his visits – one surrounding GDPR and one around the Gold Standards Framework (GSF) and extending discussion around 'Do Not Resuscitate' orders.
- Carol explained that we are the only residential home going for GSF accreditation (all others are nursing). They have a format around treatment escalation which we follow. Janet (an Avenue House Resident as well as

Board Member) confirmed that very frank talks are held around end of life decisions – it is always very open and honest.

- Janet feels that residents do not always get told much about new residents and if they have any serious illnesses etc. She feels that if residents knew, they would better be able to help and understand each other. Whilst this in principle is a good idea, it raises some data protection and confidentiality issues. Conversations between residents are however, always encouraged.
- CQC like to see that issues have been assessed, worked through and resolved, so don't be afraid to document any issues that are highlighted on monthly visits.
- Jo would be happy to accompany members on their visits so she can get to know Avenue House better.

10.A.O.B.

- The free of charge cycle stand from Life Cycle has arrived.
- Tim plans to cycle across America this summer, for 3.5 months, meaning he would miss the July Board Meeting. He requested time off to do this, without pay. This was agreed. The discussion around who will step in as chair during these months will be held at the next meeting.
- The paid Vice Chair position was discussed. It was agreed that we are too small a Society to warrant a Vice Chair, so it was agreed to leave this idea, but to allow provision for it in the future if required.
- Jo sends her apologies for the AGM
- Tim put out the idea of inviting the wider community to the AGM – neighbours, local Quaker Meetings etc. Tim & Jerry to discuss. **Action: Tim & Jerry**

14. Dates for next meetings

AGM - Wednesday 22 nd May 2019	2pm
Tuesday 28 th May 2019	6:45pm
Tuesday 23 rd July 2019	6:45pm
Tuesday 24 th September 2019	6:45pm
Tuesday 19 th November 2019	6:45pm
Tuesday 18 th February 2020	6:45pm
AGM – Wednesday 20 th May 2020	2pm
Tuesday 26 th May 2020	6:45pm

Meeting Closed 8:35pm

