

Urram Board Meeting Notes 6th June 2022 9.30 am via Zoom

		Action
1	Welcome and apologies Present: James Hilder, Elizabeth Carmichael, , Sally Semple, Gill Calver, Jenni Hodgson, Ali Upton, Phil Simpson and Louise White, Natalie Rodgers, Jane Gaze Denise joined part way through	
2	Minutes of the last Meeting (April) approved Elizabeth seconded Sally Matters arising not covered on the agenda Trustee recruitment. Graham Bell (NHS Board) circulated project to Argyll rep Susan Ringwood, Susan is waiting for a call from James to see if she would join us. Vision statement- sent to Louise this morning. Will circulate in due course.	James

3	<p>Finance</p> <p>a. £10434.03 in the bank with some outstanding invoices, and 2x £2,500 to come from Ardgour and Morvern for the feasibility study.</p> <p>b. i) MCT funding for ecowheels was approved £1000 for the next year ii) Baillie Gifford was rejected. Perhaps it was written in a way that was overly factual.</p> <p>PACT – Chair has sent condolences to Mrs Faulkner. The current funding arrangement covered the purchase and insurance of the Hospital transport vehicle plus outlays beyond standard wear and tear. Conversations to be had in due course with the Trustees about 2023-24 costs.</p> <p>Jubilee fund money- may be available for halls. JH suspected its an English fund only. Louise to investigate.</p> <p>NHS Highland. James is part way through demonstrating the value and impact of money so far with a view to persuading Ross Mackenzie to honour the Memorandum of Agreement signed between NHS Highland and Urram. We have only been verbally updating them so far, so this annual report makes it a little more formal and clear on how we are value for money.</p> <p>Board understand that NESH might be reviewing mileage payments for some services internally rising costs. Jane to follow up with Sophie Keefe and to keep pressing for an increase on mileage payment.</p> <p>c) Investing in Communities Fund. Deadline is June 28th for successful applicants announced March 2023 – challenge is to envision Urram in 3 years time.</p> <p>Louise circulated proposal paper and shared pictorial diagram of how services fit together and meet needs included as an appendix. This will form the basis of the 3 year funding application.</p> <p>Suggested to ask Duncan for figures that we might need/be useful for the bid rather than only what will be included in the report.</p> <p>Suggested framing some of the wording in similar ways to other health and social care reports to strengthen our case. Describing an individuals pathway as a narrative to make connections with strategic objectives.</p> <p>Turn the needs in to aspirations/ outcomes to be more positive. Ali will share any relevant policy documents with Louise to match language.</p> <p>A collaborative application will carry more weight so seek letters of support from community councils and companies, and ask them to identify any other particular needs in their communities. LW to draft a letter and approach. Also seek letters of support from councillors.</p>	<p>Louise</p> <p>Jane</p> <p>Louise</p> <p>Ali</p> <p>Louise</p>
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4	<p>Befriending</p> <p>General 4 clients and 10 volunteers. 3 receiving regular support visits. 1 yet to be matched is still supported by Natalie. This individual would like to attend a group befriending rather than one to one. Led to conversations with Jane about starting a lunch club in Acharacle and will use some of the HCMHW fund to support initially.</p> <p>More suggestions for gaining clients for befriending- not volunteers.</p> <ul style="list-style-type: none"> • Strengthen Care at home relationships • Write some case studies and put them back to the professionals • Hospital transport drivers might know of people who would benefit?- leaflets in the car, Jane to encourage drivers to be on the look out for potential referrals. <p>Coffee and chat/lunch club gets people together and then develops possibilities for referrals. Could be as simple as providing transport for residents to meet in local café once a week. The group then costs very little as individuals happy to pay for their own- but otherwise would be unable to go.</p> <p>Developing partnerships with things that were existing might help them get re-started. E.g. lunch club in Kilchoan. Potential for meeting communities part way with adding some capacity and support through Natalie's role.</p> <p>Resources need to be in place for these things but from example in Killin, demand was not there until provision was made- slow to start with but now a waiting list. Easy to see how readily transport for social gatherings becomes the next phase of hospital transport</p> <p>Ewens room- re starting their open doors. They will pay for the room etc but would like to link with Ewens Room. Meeting agreed it was important to work collaboratively with Ewens Room as some service users might benefit.</p> <p>Glenborrodale- lot of people who have no contact with others- no shop café etc. If no transport then potentially more isolated than others. Transport would help in this situation. The Natural History Centre might be a place to start with conversations.</p> <p>Sunflower Home Care- working in their 2 pilot areas although recruitment is challenging and important. But Highland Hospice are interested in working with us to get home care going in the area and have dramatically improved the terms and conditions for workers. The Board supported waiting till the autumn before progressing further as Urram is still developing a track record and we want to give any resulting recruitment drive a good chance of success. James will circulate the changed terms and conditions, Jenni may be able to see NHS terms and conditions for comparison.</p>	<p>Natalie</p> <p>Natalie</p> <p>Natalie</p> <p>James /Jenni</p>
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5	<p>Hospital Transport</p> <p>Thank you to Natalie especially & Louise, sorting out systems and Natalie holding the fort whilst off sick. Jane now feels like part of a team (which is great!).</p> <p>14 journeys in April- not as many this month but on the whole more complex journeys including 3 journeys to 3 separate destinations in one day.</p> <p>Busy diary ahead with lots of enquiries.</p> <p>Heading towards a volunteer crisis. Small team and likely to get smaller.</p> <p>Please keep spreading the word. Word of mouth is always the best way to encourage people to come forward. DTD, facebook and posters are all in use for advertising. Encourage individuals to contact Jane directly if they want to volunteer.</p> <p>LW to include urgent request to community companies and councils with ICF details.</p> <p>Small business card with contact details to back up the face to face meetings of recruitment would be useful.</p> <p>Leaflet- needs reprinting and then recirculating. Might be sponsorable? Jane, Natalie and Louise to work on these.</p> <p>Berlingo- might arrive today but difficulty with who was paying for return to Acharacle.</p> <p>Ecowheels- struggling to get hold of the right person to get it sorted. Noted that sometimes Lilia is tricky to get hold of.</p> <p>Encouraged to meet face to face with Lilia if we are in the area.</p> <p>Introduction of new protocols. Face to face with the drivers on the morning of the 24th June at 11am Jane to arrange venue of Acharacle community centre for the meeting and liaise with drivers. Have blended meeting (i.e. to offer a Zoom facility for those who cannot attend in person) as an option. Jane to inform James if this is required.</p> <p>Jane has requested to change name of page, to Urram hospital transport. Will invite all followers to follow Urram page instead and give advance notice of page closing, then close. Make individual invitations if people don't transfer.</p> <p>Strategic aim has to stay the same to only have one face book page- to ensure clarity and have the same message as well as advertising wider opportunities.</p> <p>Louise, Natalie and Jane to ensure fb page is well laid out to ensure people can find what they need.</p>	<p>ALL</p> <p>Louise</p> <p>Jane/Natalie/ Louise</p> <p>Jane</p> <p>Jane</p> <p>Jane/Louise/ Natalie</p>
6	<p>Dail Mhor House- Current status of service and operational update- no NHS Update this time.</p>	

7	<p>Dail Mhor/ Wellbeing hub</p> <p>Consultants need a few more weeks- hopefully have something by the week around the 20th. Pencilled in a Board meeting on the 21st June at 9.30 to review the report ahead of the strategic meeting with NHS Highland which has been postponed until the 28th June.</p> <p>Survey has had some responses. Nothing new from what we have already heard other than comments regarding a befriending service and how survey would be better in person. <i>Paper copies are available in Strontian and Acharacle. Will soon be available in Kilchoan, Lochaline and Ardgour.</i></p> <p>Only response from communities was from Acharacle and so we are hosting a drop in on the 27th June 6-8pm at the community centre. To which we have offered help with transport! Gill is available to help and James a possible. Jane is also able to attend. Louise to keep track of the transport and see what comes under Urram helping and other under neighbourly gestures.</p>	<p>Louise</p> <p>Louise/ Gill/Jane/ James?</p>
8	<p>Date of next meeting – 18th July IN PERSON</p> <p>5th September, 10th Oct, 21st Nov,</p>	