

## **Staff Council Decision & Action Log**

**Actions from the meeting held on: Thursday 21 March 2019 are complete apart from one action**

**Actions from the meeting held on: Thursday 24 January 2019 are complete**

### **Decisions and actions from the meeting held on: Thursday 19 September 2019**

Present: Jo Shepherd, Director of HR & OD (Joint Chair)  
Fiona Campbell, 0-19 School Nursing Service, Cheshire East  
John Haycocks, Care Navigator, Adult Social Care  
Patricia Hearn, Care Navigator, Adult Social Care  
Alison Hughes, Director of Corporate Affairs  
Alison Jones, Risk & Governance Manager  
Peter Thomas, IT Service Manager (left at 11.50am)  
Simone Williams, Management Accountant (left at 11.50 am)  
Jane Williamson, Community & Specialist Nursing Manager

Minute taker: Denise Powell, Executive Assistant

Apologies: Fiona Davies, Team Leader, Speech & Language Therapy Service (Joint Chair)  
Sarah Alldis, Associate Director of Adult Social Care  
Nick Cross, Medical Director  
David Hammond, Associate Director for Partnerships & Strategic Development  
Karen Howell, Chief Executive  
Mark Greatrex, Chief Finance Officer  
Val McGee, Chief Operating Officer  
Di Moore, Staff Side Joint Chair  
Debra Ollerhead, Continence Service Lead (Deputy Chair),

Agenda Item	Decision	Action	Lead	Due Date	Status
<b>Apologies for Absence</b>	As noted above. FD introduced and welcomed new members to the meeting.	<b>No Actions</b>			
<b>Decision and action log of previous meeting – 16 July 2019</b>	See action log from 16 July	<b>No Actions</b>			
Agenda Item	Decision	Action	Lead	Due Date	Status
<b>Items from Staff Council Members:</b>	<b>Traffic Flow in Car Park</b> <ul style="list-style-type: none"> <li>SW highlighted a number of recent ‘near misses’ in the car park at SCHC due to out of date road markings and staff exceeding the speed limit.</li> <li>JS advised that Estates already had plans to update the directional arrows in the car park and she would also highlight the issues around speeding with a view to providing additional signage.</li> </ul>	Ask Estates to install additional speed limit signs in car park at SCHC.	JS		Update to be provided at next meeting
	<b>Colour Code Signage</b> <ul style="list-style-type: none"> <li>SW advised that she had encountered a number of patients who found the signage on the second floor confusing in relation to departments such as Children’s SaLT, the Child Development Suite and the Intermediate Suite.</li> <li>JS agreed to feed this back to Estates and suggest that signage be made clearer, possibly using peel-off vinyls rather than fixed signage. She would also raise the issue of the directions given to patients in appointment letters with the Interim Deputy Director of Operations.</li> </ul>	Ask Estates to review signage with a view to making it clearer for patients, and raise the issue of the directions given to patients in appointment letters with the Interim Deputy Director of Operations.	JS		Update to be provided at next meeting
	<b>New Starter/Existing IT Training</b> <ul style="list-style-type: none"> <li>PT highlighted the need for some new starters to be given basic IT instruction how to use the devices issued to them and suggested that the Trust invest in ECDL-</li> </ul>	Discuss the offer that can be made to new starters and other staff in terms of IT	JS/PT		Update to be provided at next meeting

Agenda Item	Decision	Action	Lead	Due Date	Status
	<p>type training.</p> <ul style="list-style-type: none"> <li>• JS and PT agreed to have further discussion on what could be offered to staff in terms of IT roadshows and refresher sessions, IT staff bulletins etc.</li> <li>• Staff Council discussed recent delays in issuing laptops to new starters and PT raised the issue of leavers or their managers not returning laptops IT so that they can be reissued. It was agreed that a reminder to managers should be issued in the next IT bulletin.</li> </ul>	<p>roadshows, refresher sessions and IT bulletins (including a reminder to managers to return leavers' laptops to IT for reissue)</p>			
	<p><b>Menopause Event</b> JS advised that following the successful information session at SCHC in July, more in-depth menopause workshops would be held for staff and managers on 23 October, with a live link to Cheshire East.</p>	<b>No actions.</b>			
	<p><b>Social Events</b> This item had been covered under the actions from the July meeting</p>	<b>No actions.</b>			
	<p><b>Staff Governor Update</b> In the absence of FD, AH gave further feedback from Governors Development day in July at which FD had given an update on the work of Staff Council which was very well received.</p> <p>A Council of Governors meeting was held on 9 September at which Governors were given an update on the Trust's performance, contracts, EU exit preparations and the forthcoming Well Led review.</p>	<b>No actions.</b>			
<p><b>Items from Board Members:</b></p>	<p><b>Governor Elections</b> AH advised that elections for vacant staff and public governor seats would commence on 14 October and</p>	<p>Include information about the time commitment involved in</p>	<p>AH</p>		<p>Update to be provided at next</p>

	<p>highlighted the opportunity for members of staff to work close with the Board and gain a greater understanding of the corporate structure of the Trust.</p> <p>A Rest of England public governor seat had been introduced to represent patients and service users from outside Wirral.</p>	<p>informational videos for the governor elections.</p>			<p>meeting</p>
	<p><b>CQC Update</b></p> <p>AH advised that the Trust would be taking part in a conference call with the CQC on 20 September to discuss the next inspection date.</p> <ul style="list-style-type: none"> <li>• <b>SAFE Pre-Inspection Reviews</b></li> </ul> <p>AH noted that services and teams had been working very hard to upload evidence to SAFE and demonstrate compliance and had fed back that they would value some sort of mock inspection. Therefore a series of supportive pre-inspection reviews was being be launched which would be carried out by quality leads and compliance officers.</p> <p>In addition, a number of focus groups were being arranged, facilitated by Non-Executive Directors, in order to encourage teams to promote their good practice and the positive feedback they have received.</p> <p>It was noted that the Trust was possibly the first in the country to build social care into the SAFE system and develop a compliance framework for social care which aligned with the CQC.</p>	<p><b>No actions.</b></p>			
	<p><b>Organisational Update:</b></p> <ul style="list-style-type: none"> <li>• <b>Executive Briefing – August 2019</b></li> </ul> <p>The Executive Briefing August 2019 was noted.</p>	<p><b>No Actions.</b></p>			

	<ul style="list-style-type: none"> <li>• <b>Update on Bids, Tenders and Organisational Change</b></li> </ul> <p>Staff Council noted the following update from JS: The outcome of the Wirral 0-19 tender was expected within the next week and the Trust would be attending a market event for the Cheshire East 0-19 contract on 23 September.</p> <p>The Trust was working with WUTH to develop a bid for the upcoming ophthalmology contract and with Bridgewater and other partners on the bid for dental services.</p> <p>Staff in the Walk-in Centres were going through a consultation process in relation to moving to a 24 hour rota as part of the future development of the Urgent Treatment Centre.</p> <p>The Trust was awaiting the outcome of its bid to host Child Health Information Services (CHIS) for Cheshire &amp; Merseyside.</p>	
	<p><b>Freedom to Speak Up</b></p> <ul style="list-style-type: none"> <li>• <b>Speak Up Month (October)</b></li> </ul> <p>Staff Council noted the following update from JS:</p> <ul style="list-style-type: none"> <li>• Sarah Alldis, Associate Director of Adult Social Care, had been appointed as the Trust's new FTSU Guardian with support from Alison Jones, Risk &amp; Governance Manager, Karen Milnes Divisional Manager for Adult &amp; Community Services and Barbara Bridle-Jones, Deputy Director of HR &amp; OD, and a network of FTSU champions.</li> <li>• It was noted that FTSU champions were listed on StaffZone, along with other information about the</li> </ul>	<p><b>No Actions.</b></p>

	<p>campaign, and members of staff could approach any of the champions, not necessarily one linked to their service.</p> <ul style="list-style-type: none"> <li>• The FTSU team was undergoing some self-assessment in line with national guidance and reviewing the FTSU policy ahead of a relaunch. <ul style="list-style-type: none"> <li>• October 2019 was National Speak Up Month and FTSU would be promoted through a series of comms and events, including a champions' event which would be attended by the National Guardian's Office Liaison Officer for the North West.</li> <li>• FTSU would be promoted as a tool to raise concerns, get support, share ideas for improvement, support being open and make the Trust a better place to work.</li> </ul> </li> </ul> <p>JH gave positive feedback on his experience of the FTSU process and agreed to take part in a staff story for Board.</p>	
	<p><b>Just Culture</b></p> <p>JS gave an overview of the Just Culture concept which the Trust would shortly be implementing.</p> <ul style="list-style-type: none"> <li>• A Just Culture accepted the value of multiple perspectives and used them to encourage accountability and learning.</li> <li>• It had been championed by another local trust which had received feedback from staff that there was a culture of blame and a fear of speaking out, and had produced excellent results and received very positive feedback from staff.</li> </ul>	<p><b>No Actions.</b></p>

	<ul style="list-style-type: none"> <li>The goals were moral engagement, emotional healing, re-integration of practitioners involved in incidents, organisational learning and prevention.</li> </ul> <p>Staff Council supported the implementation of Just Culture in the Trust.</p>	
<b>Key Messages</b>	<p>JS summarised the key messages from the meeting:</p> <ul style="list-style-type: none"> <li>It training</li> <li>Work around SAFE including social care</li> <li>Staff Governor election</li> <li>FTSU changes</li> <li>Traffic flow and signposting within SCHC</li> </ul>	
<b>Future Agenda Items</b>	None	
<b>Any other business</b>	There was no other business.	
<b>Date and time of next meeting</b>	To be confirmed	