

Side by side activity: The Life Rooms Advisory Group (LRAG)

Date:	26 th March 2021	Time:	10am-1pm
Venue:	Online – Zoom		

Name and initials	Role
Present:	
Clare Rotheram, Michaela Lynch, Elizabeth McElhinney- Coleman, Ellie Besant, Mark Bell, Mikey Moore	Staff Members
PW, MB, ML, JR, SH, CJ, SO, AT, JW, LM, SAS	Participants and Volunteers
Apologies Received:	
None received	
Minutes by:	
Ellie Besant	

Main themes and points to be considered by other side by side groups:

Discussed	Action
<p><u>Overview of discussion:</u></p> <ul style="list-style-type: none"> • Changing Zoom passwords to make them more simple for users • Considering the accessibility of materials – further discussions to be held with the Digital Team • Keeping users updated on site re-openings • Considering how recordings of drama sessions can be facilitated • Considering conduct during all The Life Rooms meetings to ensure accessibility • Emphasising that The Life Rooms is for everyone, not just those registered with Mersey Care • Ensuring user contact details are kept updated • Advising that Zoom sessions will be maintained 	<p><u>Overview of actions:</u></p> <ul style="list-style-type: none"> • Pathways Team to advertise their side by side meetings more – consider putting these on the timetable and sharing directly with LLAG • Learning Team to ensure mindfulness of actions added to group agreement • Complexity of passwords to be reviewed • Send LLAG members details of all side by side meetings • CR to contact the Southport co-ordinator • Find out what is happening around ventilation in Southport • Review whether Playhouse drama

<p><u>Summary of discussion around leaflet:</u></p> <ul style="list-style-type: none"> • Main point: accessibility and formatting • Arial 16 as standard • Ensure content is logical to be read left to right • Available as standard, not just on request • Do not use yellow • Use of QR codes • Avoid too many words • Consider 'door' rather than 'tree of life' • Make the design flexible enough to be adapted for a range of needs • Ensure that designs are not corporate • Use imagery of people doing things • Include contact info • Images rather than words • Language accessibility • Key words: hope, confidence, fun, inclusive, support, open to all, safe, equality, signposting, friendly, community, belong, together, trust • Suggestion of a flow diagram showing TLR solving a problem • To reflect growing confidence and resolving issues • Suggestion of including photos of TLR sites 	<p>sessions could be recorded</p> <ul style="list-style-type: none"> • Send constitution meetings information to CR for circulation • Let Benjamin Coleman know if you wish to be added to the LRAG mailing list • Pass ideas discussed to graphic design • Any design ideas to CR via email • Email CR if you wish to attend the meeting with the Digital Team on Wednesday 31st March • CR to consider the issue of contact details for The Life Rooms members not being kept up-to-date and to query whether a pop-up box can be added to the website to remind users to keep their details updated with the service • CR to query the nature of the promotional leaflet sent out and who this is from
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A1 - Introductions

Discussed	Action	Lead	Timescale
CR welcomed everyone, noted some general housekeeping rules (e.g. muting microphone), and briefly went through the meeting agenda. All attendees introduced themselves and stated one thing that they are hopeful for, if they felt this was applicable.			

A2 - What is side by side?

Discussed	Action	Lead	Timescale
MH explained that 'side by side' is a term we use. It describes a way of working where users can make improvements, give ideas, criticism – anything at all. Its main purpose is to make everything better and make services work for users. LRAG is the overall side by side group – the other two are the Learning side by side group and the Pathways side by side group. They	Pathways Team to advertise their side by side meetings more – consider	Pathways team	30 th April 2021

<p>specialise in their particular areas but the LLAG is wider. MH stated that she is passionate about side by side and pushing for it in other areas of Mersey Care. CR emphasised that LLAG is an overall forum for the whole service, but if there is any feedback for other areas, they can make sure that is passed on.</p> <p>Discussion around where the information about these groups is, to find out what they do and where they are held. Acknowledgement that this is something that needs to be done more consistently.</p> <p>Discussion around accessibility - Social media/website advertisement do not always provide accessible information and that the Life Rooms needs to work with people who use this information to ensure that disabled people can participate – this needs to be considered from the outset. CR acknowledged this.</p> <p>Issue raised that additions need to be added to The Life Rooms rules around mindfulness of words and actions – this has not been added in.</p> <p>Discussion that passwords for Zoom are still too complicated, e.g. double exclamation marks and capital letters. People with visual impairments, as well as those without, struggle to get onto the courses as the passwords are too hard. CR acknowledged that she can see from previous minutes that this issue was brought up and in some cases actioned, but she will ensure that this has been. MB further explained that they are trying to fix the complexity of it. The Life Rooms uses an NHS version of Zoom which needs to have certain characters for security reasons, but they do make the passwords as simple as possible and relevant to the course. MB advised that they do need to make the passwords difficult for security reason but he will take on board that they need to be easier. It was suggested that from the invite email, users could copy and paste the password into Zoom.</p> <p>EMC said that they have recently done Mencap training around easy reading – the Digital Team may be starting to work on this for different platforms. CR confirmed that the Digital Team is working on this but it still needs improvements.</p>	<p>putting these on the timetable and sharing directly with LLAG</p> <p>Learning team to ensure mindfulness of actions is added to group agreement</p> <p>Complexity of passwords to be reviewed</p>	<p>Learning team</p> <p>Learning team</p>	<p>30th April 2021</p> <p>30th April 2021</p>
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A3 - Review minutes/actions from previous meetings and any relevant themes/suggestions from other side by side activity in the service

Discussed	Action	Lead	Timescale
<p>CR shared an overview of the minutes/actions from the last LLAG meeting. The main theme from last time was the underlying issues around learning processes. Other themes discussed last time: reopening face-to-face services; The Life Rooms Charter was briefly mentioned and people felt it was ok as it was; creating marketing materials (to be addressed in this meeting); an update on volunteering; the group wanted an update on reopening, particularly café services; review of Zoom passwords (has been done but needs further work); adding the themes of the coffee mornings to the timetable (this has been done where possible, but not always available); creating a leaflet (to be addressed in this meeting); promoting LLAG (this has been partly discussed but further thought needs to be given to accessibility); and details of side by sides (CR advised that hopefully everyone has been sent these, but she will send after this meeting if not).</p> <p>CR advised that in terms of cafes reopening, all sites have had health and safety visits over the past few weeks. When sites reopen in the first instance, cafes are unlikely to be open and people will be asked to bring their own food and drinks. When sites open, this will not be for general access – only for people to access courses and services. It will be June at the earliest when there is some level of opening but everyone will be kept updated.</p>	<p>Send LLAG members details of all side by side meetings</p>	<p>Pathways/learning team</p>	<p>30th April 2021</p>
<p>Discussion around estimated date for other types of classes, e.g. social groups. CR said that by courses, she means all group sessions that would appear on the timetable. The Life Rooms site would open for as many people as they could, and the earliest for this would be June. It is likely that groups would be smaller and there would be fewer classes at the same time. Zoom provision would be maintained. Pathways would be open for appointment only. CR advised that she would ask the Southport co-ordinator to let people know what is happening, e.g. with regards to the therapeutic art room.</p> <p>Discussed that this is the time to be planting things at</p>	<p>CR to contact the Southport co-ordinator</p>	<p>CR</p>	<p>30th April 2021</p>

<p>the garden in Walton and the allotment in Southport and asked if there is an update on these opening. CR advised that as far as she knows, they haven't been signed off to run any groups yet, including outdoor one – these may come first but there is no sign off as yet, despite restrictions.</p> <p>There was a question about what is happening about the ventilation in Southport. CR advised she does not know but will ask the co-ordinator. A health and safety visit has been carried out which includes ventilation.</p> <p>Query as to whether it would be possible record drama sessions. CR and MB advised that our version of Zoom does not allow recording as it is NHS, due to confidentiality. The recent Philharmonic celebration had consent form to take screenshots so that is a possibility. Playhouse events are on their own Zoom sessions so could maybe be recorded. MB said that he would have a conversation with Laura from the Playhouse. CR confirmed that it would be great if the Playhouse could record sessions/parts of sessions and we could organise consent.</p>	<p>Find out what is happening around ventilation in Southport</p> <p>Review whether Playhouse drama sessions could be recorded</p>	<p>Southport co-ordinator</p> <p>MB</p>	<p>30th April 2021</p> <p>30th April 2021</p>
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A4 - Service updates

Discussed	Action	Lead	Timescale
<p>Information about community arts project in Southport and if anyone wants to come to the constitution meetings, to let him know – any information for this to be sent to CR.</p>	<p>Send constitution meetings information to CR for circulation</p>	<p>CR</p>	<p>30th April 2021</p>
<p>CR said that if anyone is not on the LLAG email list, to contact Benjamin Coleman and he will add them to the list. EB added Benjamin's email address to the chat function – Benjamin.coleman@merseycare.nhs.uk.</p>	<p>Let Benjamin Coleman know if you wish to be added to the LLAG mailing list</p>	<p>All</p>	<p>30th April 2021</p>

A5 - Ideas and future side by side projects

Discussed	Action	Lead	Timescale
<p>CR shared a draft promotional leaflet on the screen.</p> <p><i>*All attendees were split into 2 breakout rooms for discussion – separate notes were taken in each group*</i></p> <p><u>Summary of discussion:</u></p> <ul style="list-style-type: none"> • Main point: accessibility and formatting • Arial 16 as standard • Ensure content is logical to be read left to right • Available as standard, not just on request • Do not use yellow • Use of QR codes • Avoid too many words • Consider 'door' rather than 'tree of life' • Make the design flexible enough to be adapted for a range of needs • Ensure that designs are not corporate • Use imagery of people doing things • Include contact info • Images rather than words • Language accessibility • Key words: hope, confidence, fun, inclusive, support, open to all, safe, equality, signposting, friendly, community, belong, together, trust • Suggestion of a flow diagram showing TLR solving a problem • To reflect growing confidence and resolving issues • Suggestion of including photos of TLR sites 	<p>Pass ideas discussed to graphic design</p> <p>Any design ideas to be sent to CR via email</p>	<p>CR</p> <p>All</p>	<p>30th April 2021</p> <p>30th April 2021</p>
<p>CR said that the Digital Team could not come today, but her and MH are meeting with them next Wednesday to share everyone's views. CR asked everyone to email her if they want to attend – EB shared CR's email address in the chat function (clare.rotheram@merseycare.nhs.uk).</p>	<p>Email CR if you wish to attend the meeting with the Digital Team on Wednesday 31st March</p>	<p>All</p>	<p>30th March 2021</p>

A6 - AOB

Discussed	Action	Lead	Timescale
CR asked everyone if they had anything else to share – no one wished to add AOB.			

A7 - Future meeting arrangements

Discussed	Action	Lead	Timescale
<p>The next LTAG meeting will be on Friday 30th April at 10am.</p> <p>CR asked everyone to let Benjamin Coleman know if they are not on the mailing list – EB put Benjamin’s email address on the chat function (Benjamin.coleman@merseycare.nhs.uk).</p>			

Post-meeting discussion (main points and actions only):

- Suggestion of a code of conduct/checklist for any The Life Rooms meetings held online, e.g. being mindful of your background being too light, to describe what you are sharing on the screen, and asking other attendees if they can hear you
- CR clarified that The Life Rooms services are available to everyone, not just registered users of Mersey Care services
- Confirmation that art classes at Southport are not about teaching skills as such, but rather discussions and art history - a peer learning group
- Concern raised contact details for The Life Rooms members are not kept up-to-date
- Agreement that the online offering will be maintained
- Issue raised that The Life Rooms website looks different on a phone. A leaflet has also been circulated that asks for volunteers, but it is not clear what service this is for

Action – CR to consider the issue of contact details for The Life Rooms members not being kept up-to-date and to query whether a pop-up box can be added to the website to remind users to keep their details updated with the service

Action – CR to query the nature of the promotional leaflet sent out and who this is from.