



LRAG Life Rooms

Meeting minutes: Zoom 25.11.20 1pm – 3:30pm

Chaired by Jackie Pearson

Minutes by Ginny Mathieson

1. Welcome and Introductions (JP & BH) 1 – 1:10pm

BH led an ice-breaker in which attendees had to state a band or musician that they wish never existed.

2. Review of minutes from last time (JP) 1:10 – 1:25pm

3. Review of current activity (All) 1.25 – 1:40pm

- Digital team activity (JA)
- Volunteering activity (JR)
- New telephone service (DJ & E.M-C)
- Learning activity updates (BH)
- Pathways activity updates (LH)

4. Thoughts and feedback from the group around activity updates – opportunity for discussion/questions (All) 1:40 – 2pm

Digital Team:

- Outlined how they're working with ORCHA, who review health and wellbeing apps for reliability and safety.

Telephone Service:

- Outlined new telephone support service which is contacting Mersey Care service users to offer Life Rooms Support.
- There are approximately 6500 people to contact.
- This is the first time we've properly linked in with clinical services so is an exciting opportunity for The Life Rooms and Mersey Care more widely.

Learning:

- Have increased Zoom sessions to 4 per day.
- Partner work is going well with sessions co-produced with Ambition Sefton for Addiction Awareness week being highlighted as particularly successful.

- Plans for December are much the same as at present, but with a stronger emphasis on Facebook Live engagement in the lead up to Christmas.

Pathways:

- Have been working closely with the new Telephone Support service; Pathways are receiving direct referrals from them and supporting Mersey Care service users with practical advice.

Volunteering Team

- Brenda Martin appointed as new Participation Support Worker within the Volunteering team.
- Pilot of Hospital to Home to be launched in the foreseeable future in conjunction with Hartley Hospital.
- 159 active volunteers at present – keeping in touch during Covid-19 has been difficult but many are signed up with Check and Chat and have been making these calls for us.

Michael's Q&A

- Michael is looking to see whether we will be able to open to appointments only in the New Year but this is dependant on local Covid-19 restrictions once lockdown lifts on 2nd December.
- The Life Rooms reopening probably won't be until at least Easter
- Commended Learning, Pathways and Digital on their responses to Covid-19.
- Outlined bids for contracts:
 - Telephone support service
 - GP practices
 - Increased Life Rooms activity in Liverpool and Sefton
 - North West Burroughs acquisition could see Life Rooms activity in Halton, Knowsley and St. Helen's.
- Covid-19 has given us the opportunity to plant seeds for the future of The Life Rooms.

General feedback/suggestions:

- Discussed how The Life Rooms offers a voice to those that need to be heard, but that more needs to be done to reach people.
- Suggestion for a text-based Check and Chat
- Suggestion for a Life Rooms radio show
- Suggestion for audio emails for people that find text difficult to work with
- Feedback on Learning processes around Zoom sessions
 - Names of courses on SurveyMonkey so that the data is more useful
 - Wording on session booking system needs to be looked at – 'approval' doesn't sound great

- Raised issues around Life Rooms members only finding out that they've been accepted onto a Zoom session two days before the sessions – difficulties in planning commitments around sessions
- Incorrect information being sent out in Zoom invites

5. Future work of LLAG (All) 2 – 2:30pm

Reviewed ideas from last session and decided how best to go about working on these ideas:

- All ideas related to Learning to be taken to the Learning Side by Side meeting:
 - Interactive arts session
 - Development of Zoom sessions that are grounded in the 'here and now', including:
 - Bereavement
 - Social Inclusion
 - It's okay to cry
 - More interactive Zoom sessions
 - Assertiveness skills and training
 - Boundaries during Covid-19
- Ideas still to be reviewed/planned:
 - Life Rooms podcast
 - Suggestion for involvement of animals/animal therapies
 - More outdoorsy things
 - Sessions outside?
 - Expand allotment offer to allow for outdoor work
 - Saturday Kitchen with Ant and Iain

6. Close (JP)

- Next LLAG date is 18.12.20 at 10am
- Shared link to The Life Rooms 'suggestion box'

7. Chat/Catch-up