

Walton LLAG

09 October 2019

Walton Life Rooms

Attendees: EMC, AM, MM, JW, MH, SO, WE, AH, SA, SM, ML, ST, DK, GL, FW
(minutes)

[Actions in bold]

Introduction

The group introduced themselves and AM delivered an opening activity with the group.

Minutes of Last Meeting

AM stated that he has recently spoken to the cleaning staff in regards to lighting in the building at night. This has now been resolved.

Change

AM stated that we are still awaiting confirmation of a joint LLAG group.

AM explained the exciting upcoming opportunities due to the Life Rooms winning a bid to offer services across wider Liverpool i.e. South Liverpool and Central Liverpool. By the end of November the Life Rooms will have a deputy service lead for Liverpool. AM stated that we will be offering Life Room's services within different buildings and discussed the roles that have been allocated for this.

It was highlighted in the meeting that communication is still an on-going issue. GP's and some members of staff still don't know anything about the Life Rooms. EMC stated that she is arranging visits to GP's in order to spread the word about the Life Rooms. EMC also stated that she met with a local council last week who has given multiple potential contacts to liaise with.

Pathways Service – Introduction of Elemental Service

AM stated that the Pathways Service is currently going through some changes. Senior Pathway Advisor's for both Liverpool (CS) and Sefton (LH) have been appointed.

Recovery College – Vocational Pathway Addition

AM explained what 'Vocational Pathway' is and discussed a proposal which can support individuals into employment. AM advised if anyone is interested in accessing the Vocational Pathway to speak to a Pathway Advisor.

Building

AM highlighted how well EMC has dealt with issues within the building.

It was identified that toilet signs have benefitted staff in regards to any issues with the toilets.

AM and EMC explained the hourly safety walks that have been taking place in the building which includes checking the toilets.

Staffing – Change of Structure, New Appointments

AM discussed staffing issues in the building due to the recruitment of new roles. Staffing levels will not affect the service however, AM has asked if everyone can be patient with staff.

Volunteering

AM highlighted the need for more volunteers to support the Life Rooms across the city. MH raised the issue around volunteering being put off during the application process.

Comments box

MH discussed the comments that have been collected from the suggestion comments box.

Comment 1: "Chill out Shed"

Not accessible

Comment 2: "It would be good to have finance and wellbeing Wednesdays on the same day."

EMC discussed the Finance Friday event that will be taking place in November and the Lrag group agreed that it may be too much information for people to process.

Comment 3: "Would you put a phone number that you will be able to get through to and do not have a phone that no one will answer at all. Please put a voice mail on the phones for the future."

AM stated that we have no capacity to respond to all voice mail messages and explained how the phone system works within the Life Rooms i.e. hunt group. EMC stated that the phone system will get better as the staffing levels increase.

Comment 4: "Photography for beginners and our favourite characters from our favourite films and life and building these characters up ourselves, props, make up and photography. Fancy dress costumes etc. to add interest and buildings to suit each person and outfits and characters. Dark Rooms facilities in the Life Rooms here to learn how to develop our own photographs including all different genres etc. and famous films favourite actors etc. Suggest this. Also card making of all different designs and era's and time periods."

AM stated there may be more creative courses in the future. Reviews and development of existing courses will be taking place in the near future to identify whether content needs to be changed.

Comment 5: "Traffic issue. Not Life Room's related, possible local council related. "

AM stated there has been some parking issues due to road works

Comment 6: "A suggestion for a group for haunted Liverpool."

Not accessible

Comment 7: "Respect other people, be supportive. Don't criticize. Don't scrounge. No swearing. No sexism. No racism. Keep confidentiality. No burdening others with your problems"

Trust Values

Comment 8: "Exit sign and staff only sign on respective doors by double toilets. Many members get confused."

Will have a look at

Comment 9: "Life Room's improvements include: Basic cooking (nutrition). Variety show with feathers. Calming music in café area. Consistency in the café. Nurturing the inner child. Just someone sitting and being a listening ear. Song writing course and music courses."

AM stated that the Recovery College are looking at bringing back 'A Taste of Christmas' course at Hugh Baird in November. AM raised the issue around individuals who may not want music to be played in the café area but we are open to trialling this. AM also stated that we are now offering a more consistent café service i.e. card machine and pre-packed sandwiches. AM stated Wayne is available for emotional support Monday – Wednesdays.

Comment 10: "Unhappy with the use of the word 'college' in Recovery College. Prefers as to be Life Room's recovery. Is also unhappy with the use of the word 'facilitator'. Feels they should be called 'Human Advisor'."

AM explained why the word 'College' is used in 'Recovery College' and why 'Facilitator' is used. All group members agreed that 'Recovery College' is an appropriate name for the service.

Open Forum

AM stated the Elemental Platform has been launched within the three Life Rooms sites and explained how Elemental works.

MH raised the issue around the Life Rooms in Southport. MH also suggested buildings and organisations that the Life Rooms may benefit from liaising with.

SA raised the need for more volunteers within Mersey Care. SA suggested facilitating a 1-2 day volunteer preparation course which includes information on the volunteer process and volunteering roles. ***Invite CI to next LLAG meeting in Southport to discuss volunteering***

JW raised the issue around discrimination within the wider community.

ML suggested for coat hooks to be put up in the learning rooms and a day trip for Life Room's members. AM highlighted the issue around costs and difficulties to facilitate outside activities. ML also raised her concern around the accuracy of monthly timetables and suggested for the timetable to be changed to a five week month. ML suggested for a reading group to take place in Walton likewise to Southport. EMC explained that some volunteers do not feel comfortable in delivering this.

ST explained some of the opportunities/events that may be useful for Life Rooms members.

AH raised his concerns around 'clicks' in the Life Rooms building and the fear of people becoming isolated due to this.

Any other business

ST highlighted the issue around the location of the hand dryer in the women's toilets. ***EMC to raise this with MITE***

AM stated there is a Long NAAFI break on the 7 November from 10am – 2pm at the Life Rooms, Walton. AM has encouraged everyone to come along to this and stated it is open to everyone and not restricted to veterans.

Next LLAG meeting will take place on 13 November @ Southport @ 1pm