

Walton Lrag

12th June 2019

Walton Life Rooms

Attendees:

[Actions in bold]

Introduction

Side by side working discussion

Independent Life Rooms LragS – new model

Wider participation

Key decision making individuals in attendance

Positive productive approach.

IPS

Individual Placement support service outline by Lin Seerey

IPS representative will provide update at each Lrag meeting

Pathways Service

MH notes pathways is outstanding and feels this by far the best part of our service

AM covered pathways in particular the new software – Elemental

Reduced staffing due to 3 sites being covered

Recovery College – Vocational Pathway addition

Staff rotation will be taking place across 3 sites to ensure all sites are enriched by our facilitators' specialisms, no one misses out!

Maths English and IT will become available at Bootle Life Rooms

Accredited courses to be added as funding secured



All 3 sites will have external courses on rotation basis

AM confirmed Recovery college meeting takes place without volunteers just staff

Building

Lighting at night in LR (all night apparently) – **Anthony will clarify if cleaners?** Spot lights outside will stay on due to building security

Toilets - ongoing issues – they will remain closed and pass will be required to access for as long as necessary

Disabled toilets – lock loose and needs addressing as a matter of urgency

Lights – reduction in use to assist with overheating. **NT also looking into possibility of air condition for main section of building.**

Staffing

New structure and set up for LR Walton and other sites – **AM agreed to send this structure description to LLAG members**

AM briefly covered checkpoint report that ties into to importance of one site LLAG

Volunteering

N/A

Comments box

Comment 2 – Move to Recovery College (**AM to take forward**)

Comment 9 – Arts and crafts issues possibly crochet? Wed A.M although indicated possibly now resolved

Comment 12 – White clinic décor and furniture - **AM to take forward to SMT**

Comment 14 - Larger font timetables option

Comment 16 – Advocacy service **AM to reclarify**

Comment 17 – Quiet corner already actioned for open day (as busy)

Open Forum



EJ – feels he's an ambassador for LR and wanted an update re what Mersey Care are doing in relation to advertising etc. AM confirmed we have now been assigned our own communications rep Myles. EJ is also linked into BBC Radio Merseyside

Social media training will be provided for staff

EMC will be arranging stands in local supermarkets etc.

EMC discussed GP staff meetings option to introduce staff members to LR

DWP concerns – AM clarified LR purpose to treat whole person and suggested we steer discussions away from subjects we cannot influence or may be anxiety provoking for members

Complaints

1. Screens have been off for a couple of weeks at 2 sites - confirmed Walton is now up and running
2. 28 day cycle for timetable can be confusing if runs over into next month – AM confirmed is blanked out to safe confusion and will now be the same for all 3 site timetables
3. Timetable – people want consistent approach across all LR. AM and EMC confirmed they are now in the process of happening re size print colours font and blurb etc.
4. Cancelled courses – discussed mainly due to staff sickness, members suggested no apology given at all sites? Advised Walton offered free tea or coffee as an apology.
5. Issues with 1 staff member re customer relations

Any other business

Request made to have more visibility of our chaplaincy service within LR environment and request they attend some LLAG meetings

AGM – 26th June – EMC will email Christy with missing names for invites to be issued- opportunity to discuss/challenge executive team

EJ – interested in LR south Liverpool update – Anthony clarified at this point LLAG will be sometimes information based

Dates provided for next meetings for all three sites until end of 2019