

LRAG 31.10.18 Southport Life Rooms

Meeting minutes

1. Review of previous minutes discussion

Day to day queries about goings on – sometime feels as if there is inconsistency in staff knowing what is going on day to day within the Life Rooms. Also, some people felt that if they had questions about particular activities/courses that these were not taken seriously. It was recognised that this was often due to staff being busy. The group would welcome a sign to clearly show where to go if they need help/who to ask. For example 'If you need help, just ask!' **We have created a 'course blurb' document which gives a brief description for each course. Also before a new time table is released the team get together with the tutors to give all staff the opportunity to ask questions on course/content etc. if the reception staff are asked a question, regarding a course that we are unsure of, we will do our best to locate a tutor to answer any questions.**

Life Rooms staff training process - the group wondered whether there was a consistent training process for new Life Rooms staff. Could LRAG input on what this looks like? What would Life Rooms users feel it would be important for all Life Rooms staff to know? **All new staff members have corporate induction and then when they join the team they have 'local induction' which means they shadow a Life Rooms Staff member. We always ask staff, old and new, to ask a colleague if they are unsure. We don't have all the answers but we will do our best to answer any questions. New courses and groups are being introduced all the time so we are leaning each day. The Walton team have a weekly 'morning huddle' this happens every Wednesday where the manager briefs the staff on weekly planned events.**

Who is in today? The group said they would benefit from understanding what staff are available in each site on a given day. **Due to staff working across sites to cover leave and sickness, we don't know from day to day who will be in.**

What roles/services are available? The group would benefit from being able to easily access information about what is on offer in the Life Rooms. **Clare/Megan are in the process of getting a board created for each site to illustrate this**

Life Rooms partnerships – It would be helpful to have easy access to information on Life Rooms partners, so users can understand the breadth of what is available. This should be offered online and in written format within each site. **We are currently**

reviewing the partnerships at Walton. Once the review is complete we can document this.

Accountability – the group described that it is difficult to understand which staff are accountable for what in the Life Rooms, therefore making it hard to understand who to address a query to/who they could work with to support development. Clare explained the new staff structure that would hopefully serve to remedy this in some way.

What's new this week? The group would like to be able to access up to date information on what new opportunities are available. Currently, there isn't a consistent place for them to do this. Shouldn't users be consulted when new opportunities are becoming available? We don't tend to release new things mid term but its something to think about if we do going forward.

Badges – the group were very clear that lanyards felt corporate and seemed more for staff purposes. How can users easily understand who is who? Name badges were argued to be preferable to lanyards. We need to wear lanyards to identify staff for security purposes. Im sure staff would be open to wearing a name badge too.

2. Life Rooms Charter discussion

Point 6 – 'assume it's possible' The group were unclear what this meant or how it fitted in with other points.

3. Equality and diversity

BAME – the group were very clear that there was not enough movement in this regard. Life rooms should be working more closely with organisations like Mary Seacole house to see how we can better engage with people from BAME communities. The group also felt this work could be supported if there was a more diverse staff team within the Life Rooms. The group strongly felt the Life Rooms should be out amongst different communities spreading the word about the service.

Physical disabilities – Would be beneficial to link in with Curzon Road psychology team and to link in more with acute hospitals in the area

Older people – older adult specific groups and activities, engaging better with clinical staff working in this area. A barrier for older people was cited as their potential perception of the Life Rooms service as not something for them – how do we change this?

Geographic diversity – Supporting people from across the region to access where possible, e.g. easily available information on public transport routes from South Liverpool

4. Open forum discussion

(A number of points were repeated from the first discussion, they have not been included again here)

Course titles – course titles can be misleading and the group said it was often unclear where you could go for further information about these. The group understood they could do this on enrolment day, but it would be good to be able to see this information elsewhere, e.g. website

Southport opening – formal opening of Southport wasn't advertised and people who wanted to attend did not feel they had the opportunity to do so

Communication – ongoing issue for the group. For example, sometimes get emails about events/opportunities, sometimes don't. Feels like sometimes some people know about opportunities and others don't. The group were unsure whether things like text reminders were still in use, and would in general welcome some clarity on communication processes, or to be consulted on these. The group strongly felt that the impact of this sort of inconsistency on their wellbeing was being ignored. **I agree, we need a centralised system for sending texts and email shots so everybody on the mailing list gets the same info. Suzie sat with the admin last week to discuss this.**

Clarity of 'rules' – the group discussed not understanding what the 'rules' of the Life Rooms were in terms of how many times you can do a course. **Agreed we could do with a document to address this. Will discuss with Anthony.**

Timetable – this should be available online on enrolment day, sometimes it doesn't appear until after. Often there are days of the month missed off the end of the timetable, which leads to confusion. **Time table runs from the first Monday in the month for four weeks. If a course has more than 4 sessions this will result in it falling into the fifth week.**

Knowledge of Lrag – the group felt some Life Rooms staff did not know or understand what Lrag was, which made them feel that it wasn't a very impactful forum

Training for LR staff – particularly in relation to autism/Asperger's. **we welcome any training that improves our service.**

