



The Life Rooms Advisor Group (LRAG)

Meeting minutes: Zoom 29 January 2021

10:00am – 12:30pm

Chaired by Clare Rotheram

Minutes by Michaela Lynch

1. Welcome (CR) 10.00 – 10.15am

CR led on introductions - name and role within the Life Rooms

Described to the group the meaning and the purpose of LRAG.

Discussed on how LRAG is utilised - to improve and develop the service collaboratively.

Briefing on agenda.

2. Life Rooms updates 10.15 – 10.45am

Learning Team

Evaluation – Survey Monkey – changes to this process have been well received

February Timetable available with some new courses such as Shared Reading as well as new courses delivered by Everyman Playhouse.

Movema courses are being well received the Learning team are collaboratively working to adapt these sessions to our service.

Learning Team admin was discussed - feedback was encouraged if there are issues with admin processes

Issues raised:

- Changes to processes, such as logging on 15 mins earlier, need to be explained to prevent distress
- Course reminders to be made clear, for example what course it is relating to
- Inaccessible interface – system software not easy to use – to be discussed further in detail with Digital Health Team during chat / catch up.

- Suggestion of implementing optional informal chats after sessions or separate sessions available for members to chat catch up with each other

Agreed these issues/suggestions will to be brought to the Learning Team side by side forum 12th Feb 1pm.

Pathway Advisor Team

Brief introduction to what this service is what areas are covered.

Contact details given for telephone and email service available. Any matters in which to be discussed can be brought to the Pathway Advisor side by side meeting.

Digital Health Team Update

The team are aware of the difficulties faced accessing online services, working to resolve this and in the process of producing a booklet – guide on how to access and use online services, booklet due to be distributed in the coming weeks.

Other Updates

World Art Factory: new project supported by The Atkinson Southport and Sefton Borough Council – coming out of lockdown projects such as producing plays, comedy sketches, Pride in Mind.

3. Review of previous meeting minutes 10.45 – 11.15am

CR Led on recap all discussed in this meeting and due to be discussed further during side by side meetings.

In agreement to discuss Charter review in depth during another meeting.

4. Review any suggestions from website suggestion box & any other comments 11.15 – 11.25am

There were three suggestions in the online suggestion box.

- Online accessibility and social media – Digital Health Team working on how to improve this service currently working to make contents easy read and training is due to be rolled out to staff.
- Holistic courses to uplift people move away from focusing on illness and embrace life lessons - agreed that this would be useful but still need to focus on core mental health courses, learning team working on how best to pitch courses to suit all positively. Suggestion for specification on course descriptions to ensure people understand the type of course it is.

5. AOB

- Communications – discussion around use of social media/website to help promote other trusted services available, such as support for LGBT communities
- Discussion of The Life Rooms plans for LGBT history month in February. Digital team will ensure there is activity on Life Rooms social media relating to this.

6. Close (CR) 11.25 – 11.30am

Future meeting date 26 February 2021 10am.

7. Chat/Catch-up (LH) 11.30 – 12.30pm

Discussion around Volunteering Service; below suggestions were made:

- Initial training at the beginning is good but ongoing support could be offered to volunteers throughout the role
- More clarity on the different volunteering job roles would be very useful
- Volunteers/members who regularly access the service would like to have opportunities to discuss their progression and journey through the Life Rooms.
- A representative from the volunteering team at LRAG next month would be beneficial and attendees would like to know about their Side by Side meetings so suggestions can be discussed in more detail.