

Meeting Minutes Template

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| **Date** | 26/10/2023 |
| **Time** | 7pm |
| **Platform** | Zoom |
| **Session** | Team Meeting |
| **Aim** |  |
| **Attendance** | Mira Bhatt, Bernadette Ryan, Charlotte Thorne, Andrew Sheldon, Nuala Hemphill |

Discussion Points

From Tuesday:

* How are the group check-ins going? Anything unclear or unsure of at this point? Has anyone managed to arrange this yet?  
  AS – 2/3 sessions but not enough people turning up   
  Prioritise sessions in the evenings
* CBA team is finishing at the end of October, UL will be there to support us till the end of Dec.
* Any feedback regarding handling of SG cases? We have become increasingly aware that perhaps the process isn't always being followed, any further thoughts or things that you have noticed recently?
* It was raised in a previous sup meeting about having a deputy supervisor role that we used to have in the past, thoughts on this idea.  
  AS & CT – Said no, when it’s busy may be good to have one, part of sup training/development pathway to include this. Have an on-call helper at busy times. One CH who is a sup to be on standby during a shift, main role as operator.
* General feedback on how the shifts have been these days, any specific type of calls to highlight.  
    
  Fraudulant calls, recognition for Christmas period overly need for psychosocial support, SG refresher leading up to this. Be clear about food voucher  
    
    
    
    
  New:
* Feedback & Gentle reminder has now been passed onto coordinators regarding Safeguarding process. Coordinators should ensure that case notes are clear, before adding them to the tracker and letting the supervisor know directly, not communicating with CH’s and causing confusion. Please continue to feedback to us if you feel there are any issues.  
  Add to SLOM SG process
* Please encourage and remind all operators to please ensure to signpost caller’s before they complete the food support form. They are welcome to call us back when all options have been exhausted.   
  Make briefing update regarding this
* Please encourage and remind all to be adding signposting to the case and not only adding it to the case notes.
* Thoughts on having an NSL Acronyms list, with agreed Acronym’s such as ‘NSL’ ‘OST’ ‘CA’ etc.   
  Good Idea, consistent and agreed list  
  CT doesn’t like idea, will get confusing and encourages acronyms   
  Have a small list if we have one at all (small, agreed list)  
  Update Guidance for summary notes section
* Bernadette - Safeguarding training, to help CH to ensure that they are getting the most useful information, before they speak to SAT

Actions

*(Bullet points and who is assigned to task)*

* NL’s Sup Link not working
* SG questions to support operators to reduce number of callbacks, details missed off in the first instance – have a SG session with SAT & vols for a Q&A/Case studies session – Resource SG section of SLOM
* RS Updates to go on page and put out as a briefing
* Review ‘Non-Urgent’ section of SG page on SLOM, conversations between Operator & sup, Sup & OST should be in the case notes for SG cases? In case police need record and recordings cannot be pulled. (If urgent risk to life cases).
* Regular caller, elderly & housebound, carers 3 times a day, gets panic attacks. Anything we can equip them through to manage this caller or support them? Social prescriber, GP, salvation army, local council community groups
* Volunteer development sessions
* Continuation training not refresher
* RS Questions to prompt Operators when on calls