

Minutes of Annual General Meeting 17 February 2022



Date: 17 February 2022, at 16:30

Location: By Zoom

Chair: Robin Sutton,

Present: Louise Arnold, Marcus Lyward, Geoffrey Cox, Lucy Bull
Mark Reed, Margot Whittaker, Claire Jennians, George Coxon, Alison Nichols, Sarah King, Lorna Turner

General Manager: Ann Woolway

Company Secretary/Treasurer: Malcolm Baker

Apologies: Mark Edwards, Shrien Dewani

Quorate: It was confirmed that meeting was quorate with more than 10 members (minimum requirement attending and able to vote)

Chairman's Report:

The Devon Care Home Collaborative (DCHC) will build on the work of Devon Care Kitemark sharing ideas and information, promoting best practice, addressing issues within the sector, and providing peer to peer support raising the standards within the Devon care home sector.

Covid-19 created an environment where there has been an even greater need and desire for these services, and this has been clearly evidenced through the very active WhatsApp group and care homes registering their interest on the new DCHC website. Our aim is to harness this enthusiasm for collaboration and create an active and engaged member-led social enterprise, representative of the care home sector, working co-operatively with key stakeholder groups to provide better care provision for those in need within Devon

The Devon Care Home Collaborative In one year has achieved many of its initial three-year goals, as outlined below:

- Expanded our membership to represent 63% of Care Homes
- Provide monthly Best Practice Presentations
- Have regular meetings with key stakeholders which include CQC, CCG, LA, and the Trusts
- Provided a comprehensive Infection Control Program with the implementation of Infection Control Champions
- Provided DSPT training which exceeds national compliance at 47%
- Initiated Chefs Club
- Have hired a General Manager (0.8) and Administrator/Communications Support (0.2)
- Publish a monthly Newsletter
- Web-based Resource Library
- Developed a Buying Group for members – to be launched in February 2022
- Have a social media presence through Twitter and LinkedIn

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- A source of information and resources for the news media via Communication Officer Lucy Bull
- Member based response to DCC Fee Consultation

On inception 202 homes registered an interest to join DCHC, since this time we have seen a 57.4% increase to where we currently represent 318 homes. (Effective 7/1/22)

The success of DCHC will be how well we can get our members to engage and participate and demonstrate the value of the services we offer to justify the membership fee in the future.

Membership

Fig. 1 - Membership breakdown by job title:

Job Title	Number
Manager (inc. Manager, Registered Manager)	312
Provider (inc. Provider, Director)	78
Other (inc. Administrator, Business Account Manager, Business Manager, Chef, Clinical Lead, Clinical Lead Nurse, Clinical Manager, Community Manager, Company Secretary, Compliance Manager, Finance Director, Head of Care, Lead Nurse, Marketing Manager, National Customer Engagement, Nurse, Operational Director, Ops Manager, Quality Assurance Manager, Registered Nurse, Revenue Support Lead, Run Staff Nurse, Senior Commissioning Manager, Service Manager).	33
Total number of members	423

Fig. 2 – Breakdown of current care home membership in Devon, Plymouth, and Torbay:

Key Stats				
KPI	Devon	Plymouth	Torbay	Total
Total care homes (07/01/22)	320	99	83	502
Homes that DCHC represent, including homes with multiple managers and all providers' homes				
Total care homes represented	216	57	45	318
Residential homes	175	46	40	261
Nursing homes	49	11	7	67
Number of beds from represented homes	6,218	1,453	1,256	8,927
Number of homes increase/decrease from 09/12/21	+1	0	0	+1
Number of beds increase/decrease from 09/12/21	+19	0	0	+19
Increase/decrease in % of market represented from 09/12/21	0%	0%	0%	0%
Percentage of market represented	68%	58%	54%	63%

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Finances

We have attached our full accounts for year ending December 31, 2021. DCHC had total income of £169,344 and expenses of £170,034; this resulted in a loss of £690. The average number of employees during the year was 7.

Activities Year 1:

There was a dual focus of operations in our first year:

- Delivering activities of benefit to the members and maintaining their engagement
- Developing the organisation and its systems, as demonstrated by:

Services to members

- Sharing Best Practice Monthly Zoom sessions
- Registered Manager meetings Every four months replacing sharing best practice
- Responsive supportive network by regular contact with all homes and regular surveys to check on their top challenges and provide response and the WhatsApp group
- Peer support in challenging situations – the Board will aim to support remotely for issues raised. Peer support also comes from other members in the form of WhatsApp
- Advocacy – taking forward key issues in contract negotiation
- Adding directory of homes to website
- Developing topic groups (based on interest) – encouraging members to share info and organise – Infection Control Champions and Chefs Club
- Quarterly e-newsletter and top tips mini bulletins plus social media presence
- Sponsorship programme developed and promoted to members
- Free membership

Systems and Organisation:

- Development of policies
- Develop CRM system and membership platform
- Keeping database up to date
- Recruitment and training of staff
- Clear marketing communication plan for various stakeholder groups
- Continuing website development with useful resources

The Future of DCHC

We have been strategizing on what should be our focus in the future, which is driven by the Government, Local Authorities, CCG, CQC and our members. Our plan is divided into five main areas, with a sixth entitled long term projects, which may get moved up depending on member and market need.

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Leadership

- Registered Manager Meetings
- Recruitment and Retention
 - DCHC directors and staff represent members at various meetings both locally and nationally

Learning and Development

- Workforce Development Fund
 - DCHC intends to apply for the fund for Devon Providers and provide education on how to access the fund and assist members in getting the funds they deserve
- Development more robust members only area
- Continue with Sharing Best Practice Zoom presentations but also break them down into pod casts
- Skills for Care continue collaboration

Business

- Private fee contract
 - Development of a generic contract that members could use
- DCC Contract
- Buying Group
 - Members only area offering savings in a multitude of areas
- Market Sufficiency Report
- Green Initiatives
 - Webpage dedicated to green resources
- White Paper – working with various agencies both locally and nationally on plans for the future of Social Care.

Clinical Delivery

- Specialized Champion Groups
 - Infection Control Champions, Chefs Club
- Independent Trusted Assessor programme
- Safeguarding
 - Directors participating at local level in Safeguarding meetings
- Dementia and challenging behaviour
 - Need for specialized education and training

DCHC – Internal

- Sponsorship
 - Goal is to achieve 12 gold sponsors
 - We will continue to work towards bringing other grants that offer smaller revenue streams
 - The goal is for DCHC to be fiscally independent by end of our fiscal year 2023
- Communications
 - Increase the use of social media
 - Development of pod casts
 - Development of educational Tic TOCs
 - Transition to a new platform – currently Buddy Boss is under consideration

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- Membership
 - Goal is to reach membership of 70%
 - Roll out paid membership in 2022 but continue to have a free limited membership
- Finance and Company
- IT
- HR
 - Review Policy manual for completeness and accuracy
 - Have independent support for HR issues

Robin Sutton

17 February 2022

Treasurers Report:

A copy of the DCHC financial accounts for the period ending 31st December 2021 has been published with a copy being sent to members in advance of the AGM.

These showed a small loss of £690 on turnover of £169,344 including Local Authority funding of £120,000.

Whilst we have ostensibly made a small loss, this is due to our taking a cautious approach on our projected expenditure (accruals) and I am satisfied that there is sufficient headroom/flexibility and as importantly cash, available to ensure we can continue operating in the current year and beyond.

The Chairman's annual report for the AGM highlights that DCHC aim to be financially self-sustaining by the end of our fiscal year in 2023 and the Board are working towards introducing membership fees to initially supplement and eventually to replace the funding received from Local Authorities. Further detail on this will be provided later this year.

Malcolm Baker 17 February 2022

Change to Articles of Association:

The following resolution was put to the meeting with the proposal that it be accepted by Marcus Lyward and seconded by Mark Reed. A vote was taken, and the Resolution was passed unanimously.

RESOLUTION

That Clause 22 of the Company's Articles be amended from:

The Directors shall call the annual general meeting giving 14 clear days' notice to all Members. All other general meetings shall be convened with at least 14 clear days' notice but may be held at shorter notice if so agreed in Writing by a majority of Members together holding not less than 90% of the total voting rights of the Company.

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To:-

The Directors shall call the annual general meeting giving 7 clear days' notice to all Members. All other general meetings shall be convened with at least 14 clear days' notice but may be held at shorter notice if so agreed in Writing by a majority of Members together holding not less than 90% of the total voting rights of the Company.

Board Election:

For accountability, the initial Board of Directors all stood down and a vote was taken in line with the Constitution for the election of a new Board.

As there were less than 12 members (the full quota) applying to become Directors those that applied were voted in en-bloc by members as follows:

Robin Sutton	Re-elected
Louise Arnold	Re-elected
Lucy Bull	Re-elected
Geoffrey Cox	Re-elected
George Coxon	
Shrien Dewani	
Claire Jennians	
Marcus Lyward	Re-elected
Mark Reed	Re-elected
Margot Whittaker	

Any Other Business:

Nothing raised.

Meeting closed at 16.55