



MioCare Group

[Oldham Care Services Ltd: Oldham Care and Support Ltd: Oldham Care and Support at Home Ltd]

Minutes of the Board of Directors' Meeting

14th March 2016

Public Minutes

Present:	Board members Cllr Zahid Chauhan (Chair) Cllr Jenny Harrison (CllrJH) Cllr John F McCann (CllrJMc) Cllr Ginny Alexander (CllrGA) Karl Dean – Managing Director (KD) Mick Ord – Non Executive Board Member (MO)	In attendance Paul Whitehead - Director of Finance and Resources (PW) Diane Taylor – Associate Director LD &MH (DT) June Rainford – Associate Director OPS & COoH (JR) Valerie Perrins – Associate Director QPC (VP) Maggie Kufeldt – OMBC Exec Director acting as shareholder’s advisor to the Board Sarah Southern – Business Admin Manager (Minutes)
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No	Agenda Item	Action
1	Welcome, Introduction, attendees and apologies The Chair welcomed everyone to the meeting and introductions were made.	
2	Declaration of Interest CllrJMc is a member of the Unity Partnership – JVCo Board and Unity Partnership Ltd - Partnership Board	
3	In Confidence – Section There were no items of business discussed.	
4	Minutes of Last Meeting The minutes of the last Board Meeting held on 18 th January 2016 were agreed	

	as a true record.	
5	<p>Matters Arising and Previous Actions</p> <p>Chair went through the Action Log and it was updated accordingly.</p>	
6	<p>MD Update</p> <p>KD gave an update on the following areas:</p> <p>Following the Board and Stakeholder Away Day in December, the Council have commissioned a review of the MioCare Group and there is an item on the agenda covering this.</p> <p>Regular updates on the progress of the review will be given at Board meetings and a working group comprising of the Board and Executive Officers will meet on alternate months to the Board meetings.</p> <p>A new set of objectives for the MioCare Group will be presented to Board in May for 2016.</p> <p>In February, MioCare Group's Managing Director and Director of Finance and Resources, attended the Performance and Value for Money Committee to present the Groups end of year financial performance. The paper was well received and the operating surplus provided comfort to Committee members whose primary concern was that the Council underwrite the MioCare Group budget. It was agreed that MioCare would return on an annual basis.</p> <p>The company's inaugural AGM and Staff Awards events were held on 2nd March 2016 at George Street Chapel. Members present offered that the events were a big success.</p> <p>The company's website www.miocare.co.uk went live on 1st March 2016 and was launched at the AGM. The company is now also on twitter @MioCareCIC and now has over 40 followers. Members felt the website was a big step forward for the companies.</p> <p>The Council has recently completed a consultation of the hourly rates for non – residential care. The finance team are looking into this further to see how this will impact on the 2016 budget.</p> <p>Limecroft started to take referrals again from 29th January. CQC have recently visited the scheme and once their report has been received, the action plan will be updated and brought to May's Board meeting for discussion.</p> <p>A CQC inspection has also recently been carried out at Willow House (Monday 22nd February 2016). The informal feedback given at the end of the inspection was generally very positive however a number of points were made in relation to where improvements could be made.</p> <p>Both investigations were extremely thorough and challenging especially for those involved however there was a lot of learning. Both CQC reports will be</p>	

	<p>brought to May's Board meeting for discussion.</p> <p>MioCare Services have now taken over the contract at 4 Extra Care Housing Schemes, Trinity House, Aster House, Charles Morris House and Tandle View. It has been a difficult transition, however the transfer has been a success and 40 staff and 90 service users have now transferred to MioCare Services. The contract will be monitored closely in the coming months and regular updates will be provided to the Board.</p> <p>MK stated that herself and CllrJH had recently spent some time on the new CQC regulations and found the inspections to be very processed driven and do not appear to focus on the service users experience.</p> <p>Chair highlighted that it is possible to challenge the draft report, once received, and also to challenge the inspector on the day as long as this is done in a positive way.</p> <p>KD explained that the reports have not yet been received and if any challenges were required they would be appropriately done so.</p>	
7	<p>Project - Review of MioCare Group</p> <p>MK explained that a project to review the MioCare Group has been commissioned by the Council to take an in depth look into the company and its operations and services. The project will be managed by Kier and the outcomes will be a number of options for the future direction of the group.</p> <p>When the company was established in October 2013, the Council established two trading companies, Oldham Care and Support (OCS) and Oldham Care and Support at Home (OCSH). £1.5m of the social care service and 450 employees were transferred to OCS and an SLA with the company until 30th September 2018 was agreed.</p> <p>Since forming in 2013, the companies have made significant achievements and now have a wealth of knowledge that they can use to drive the business forward.</p> <p>Phase 1 on the project will be an assessment and strategic review of the company.</p> <p>MK continued to say that she is meeting with the programme manager this afternoon (Monday 14th March) and a meeting schedule will be agreed.</p> <p>Chair stated that he welcomes the review and that it is useful to get everything down on paper. He feels it is a positive piece of work and that the company is started to progress.</p>	
8	<p>MioCare Services Reconfiguration</p> <p>PW gave an overview of the report. He explained that the company are requesting approval to make some necessary changes to the structure of</p>	

	<p>MioCare Services Ltd. These are:</p> <ul style="list-style-type: none"> • The creation of a Registered Manager post to manage Home Care, the PA Service and Extra Care. The current registered manager for these services is an Associate Director and this carries a risk. • Recruit to the vacant post of PA Co – ordinator. • The creation of a Business Support Officer, initially on a 6 month contract to be shared between Home Care, PA service and Extra Care. <p>If these changes are agreed it will provide much needed investment and infrastructure which will allow the company to grow the business and improve its financial position.</p> <p>Chair APPROVED: All Board members present agreed to the changes as set out in the report.</p> <p>It was also agreed that:</p> <ul style="list-style-type: none"> • A detailed Business Plan be established from today (14th March) to 31st December 2016. This will be reviewed at the Board meeting in May • A progress report be brought to September’s Board meeting <p>ACTION: PW to develop a Business Plan for May Board for MioCare Services.</p>	
9	<p>Management Accounts Period 1</p> <p>PW gave an update on the group’s management accounts as they stand at period 1.</p> <p>The performance across MioCare Group currently shows a positive variance of £27K with a surplus of £20k.</p> <p>OCS has made a surplus of £16k.</p> <p>MioCare Services has continued to make a loss and in January the total loss was £4k against a budget of £7k. Homecare income remains low due to difficulties experienced in recruiting new staff to undertake additional work. Salary costs remain higher than income due to excessive travelling time.</p> <p>In summary the Group’s accounts for period 1 are positive however challenges still remain in ensuring that MioCare Services is a viable business.</p>	
10	<p>Budget 2016</p> <p>PW gave an update on the Group’s budget for 2016.</p> <p>The draft budget was agreed in December 2015 however since then, Extra Care has been added into MioCare Services Ltd. This provides an extra income additional costs, which are mainly staffing.</p> <p>There is currently an unallocated efficiency of £339k however many are already</p>	

	<p>in the process of being delivered and growth areas are seeing some investment although working capital to fund the growth remains an issue within MioCare Services Ltd.</p>	
11	<p>Risk Register</p> <p>PW gave an update on the risk register.</p> <p>Since the last review, Extra Care Housing has been added to the register. With this being a significant area of new business, it carries risk.</p> <p>Also since the last review, some dates for planned actions have been revised, which is due to the additional management resources that that been required to deliver the Extra Care Housing Project.</p> <p>Board are asked to note revised risk register.</p> <p>Approved: All Board member present noted the updated Risk Register.</p>	
12	<p>MioCare – formal name change</p> <p>The company have now applied to formally change its name to MioCare Group CIC and to become a Community Interest Company. Board are therefore asked to approve the resolutions and articles of association.</p> <p>Approved: All Board members present approved the resolutions and articles of association.</p>	
13	<p>AOB</p> <p>Chair gave a special thanks to all staff for all their work in arranging the AGM and Staff Awards event.</p>	
14	<p>Date and Time of next meeting:</p> <p>Monday 9th May 2016, 9.30 – 11.30am at Ena Hughes Resource Centre, Failsworth</p>	