



## 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

9<sup>th</sup> May 2016

Public Minutes

<b>Present:</b>	<b>Board members</b> 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)	<b>In attendance</b> 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	<b>Welcome, Introduction, attendees and apologies</b>  The Chair welcomed everyone to the meeting and introductions were made.	
2	<b>Declaration of Interest</b>  CllrJMc is a member of the Unity Partnership – JVCo Board and Unity Partnership Ltd - Partnership Board	
3	<b>In Confidence – Section</b>  There were no items of business discussed.	
4	<b>Minutes of Last Meeting</b>  The minutes of the last Board Meeting held on 14 <sup>th</sup> March 2016 were agreed as	

	a true record.	
5	<p><b>Matters Arising and Previous Actions</b></p> <p>Chair went through the Action Log and it was updated accordingly.</p>	
6	<p><b>Limecroft Update</b></p> <p>KD gave an update on Limecroft and a report was received from Pam Smith (PS), Independent Consultant who is a specialist in Residential and Dementia Care.</p>	
7	<p><b>MD Update</b></p> <p>KD gave an update on the following areas:</p> <p>It was noted that:</p> <p>Good progress has been made against the SLT delivery plan for 2016. MK stated that there has been significant progress made in recent months and is confident the SLT will deliver on the 2016 key objectives.</p> <p>The KPIs have been consistent and that there will be a move towards more outcome focused measures.</p> <p>There been progress in relation to the ACMO and the locality plan has been reviewed .</p> <p>A number of staff engagement events are being held in the summer.</p> <p>The company's name change has now been confirmed. The company is now registered as MioCare Group CIC and OCSH is now MioCare Services. Notifications will now be sent to all the relevant agencies including the Care Quality Commission.</p> <p>The new sub-committee structure will soon be implemented are include an Operations Committee, Finance, Audit and Risk Committee and Remuneration Committee.</p> <p><b>APPROVED: All board members present approved the implementation of the sub – committee's membership and meeting cycle.</b></p> <p>The redesign of the learning disabilities service is underway. This work is significant in delivering the 2016 budget.</p> <p>Progress at the Extra Care Housing schemes is being made and there is optimism that this could become a flagship service.</p> <p>CQC inspections have now been carried out at 3 schemes – Willow House, Limecroft and Medlock Court.</p> <p>The final Willow House report has now been received and has been circulated</p>	

	<p>to members.</p> <p>Limecroft received an overall CQC rating of 'Good'.</p> <p>Medlock Court received an unannounced inspection on 26<sup>th</sup> April 2016.</p> <p>There has been a lot of learning from the inspections so far and this has been shared across all services.</p>	
8	<p><b>Project - Review of MioCare Group</b></p> <p>KD gave an update on the project that is reviewing the MioCare Group.</p> <p>Delivery of the project has been organised in to 3 work streams:</p> <ul style="list-style-type: none"> <li>• Organisation</li> <li>• Strategy assessment &amp; development</li> <li>• Support Services</li> </ul> <p>On the months that there is not a board meeting, a project review update meeting will be held to ensure that members are kept informed on the progress of the review.</p>	
9	<p><b>MioCare Services 2016 Business Plan</b></p> <p>PW gave an overview of the MioCare Services 2016 Business Plan. This was requested by members at the Board meeting held on 14<sup>th</sup> March 2016 following the approval of a change to the management structure within MioCare Services.</p> <p>The business plan focuses on 4 core business areas:</p> <ul style="list-style-type: none"> <li>- Limecroft</li> <li>- Personal Assistants</li> <li>- Extra Care</li> <li>- Home Care</li> </ul> <p>Home Care – This service is recognised as the most financially problematic in the group and is wholly responsible for the losses made in MioCare Services. The business plan recommends that the following actions be implemented to improve the profitability of the service.</p> <ol style="list-style-type: none"> <li>1. Report invoiced hours of care at Board meetings to include a report to explain growth / reduction.</li> <li>2. WEF 1<sup>st</sup> July 2016 increase the charge to private payers to £15.50 per hour</li> <li>3. WEF 1<sup>st</sup> July 2016, start to charge private payers in line with contract provisions. At present, charges for cancelled hours are not being made even though the contract signed by the individual allows for charging in</li> </ol>	

	<p>full unless 24 hours' notice is given.</p> <p>4. At present MioCare Services delivers 9% of the commissioned hours in the Saddleworth Area and commissioners have indicated that they would like MioCare Services to take on additional hours. This action is to be prioritised with Commissioners.</p> <p>5. Due to the geography and relatively long travel times involved in the Saddleworth area, it is recommended that WEF 1<sup>st</sup> July 2016 MioCare Services start to charge an enhanced rate for care hours delivered in Saddleworth. Details of this to be agreed with Commissioners.</p> <p>6. Confirmation has now been received that following the fee consultation exercise, care slots posts hospitalisation has now been reduced from 7 days to 3.</p> <p><b>APPROVED: All board members approved the business plan and agreed the recommendations as outlined in the action plan.</b></p> <p><b>ACTION: PW to progress actions with commissioners</b></p>	
10	<p><b>Management Accounts Period 3</b></p> <p>PW gave an update on the management accounts as they stand at period 3.</p> <p>The performance across MioCare Group shows a positive variance of £88k with an overall surplus of £137k.</p> <p>Oldham Care and Support has to date made a surplus of £134k against a budget of £55k.</p> <p>MioCare Services has made a loss of £17k against a budget of a £21k loss. Homecare remains accountable for the entirety of the loss.</p> <p>The draft budget for period 4 indicates that OCS will make a surplus of £140k and MioCare Services a loss of £23k. A loss position for MioCare Services was agreed as part of this year's draft budget however the position has been slightly improved by the addition of Extra Care Housing schemes.</p> <p>PW explained that the figures for the first quarter of the year are a little exaggerated due to some income that was received earlier in the year.</p> <p>KD confirmed that the £1.25m savings target has been profiled from January 2016 and so is already included in the figures shown.</p>	
11	<p><b>Risk Register</b></p> <p>PW explained that himself and KD review the risk register prior to every meeting and on this occasion, there are no changes to be noted since the last meeting on 14<sup>th</sup> March 2016.</p> <p>MK questioned why, although there has been a lot of positive progress made</p>	

	<p>with regards to operations and finance, the risk register still remains very black and red indicating that there is still a lot of high level risks within the business.</p> <p>KD explained that it had previously been agreed by members to only report to board the high level risks which is those that score 12 or more. The operational risks with a lower score are part of the individual risk registers in each service area.</p>	
12	<p><b>AOB</b></p> <p>Due to the recent elections and the change of leadership within the Council, membership of the board could potentially be changes and so the Chair thanked all board members and executive staff for all their hard work and support.</p> <p>Chair stated that the vision and policies for the company have now been set and these should be continued.</p>	
14	<p><b>Date and Time of next meeting:</b></p> <p>Monday 11<sup>th</sup> July 2016 , 9.30 – 11.30am at Ena Hughes Resource Centre, Failsworth</p>	