



SouthEast Focus Care Limited

Meeting Minutes

Meeting Title: Giving listening to staff concerns and discussions _Live-in issues

Date: May 26, 2025

Time: 12:30 PM - 01:50 PM

Location: Microsoft Teams

Facilitator: Florence Chihowa (Operations Manager)

Minute Taker: Michael Asante (Community Team Lead)

Attendees:

- * Farlen Shoriwa (Senior Carer)
- * Abigail Pokuaa Karikari (Care Assistant)
- * Phidelia Kumador (Care Assistant)
- * Vida Amevor (Care Assistant)
- * Agnes Asirifi (Care Assistant)
- * Sophia Quansah (Care Assistant)

Apologies:

- * Michael rendered apologies to the team through text message for postponing the meeting which should have been held 25/05/2025

1. Review of Previous Action Items

N/A

2. Agenda Items

2.1 Request to increase hours allocation for live-in carers

Abigail on behalf on the team raised this issue.

Management explained that live-in is a package and there are no specific amount of hours allocated. It is however based on the indicators such as complexity and classes of care packages that determines fund allocation. Currently, hours are allocated to match up weekly payment that match up to the industry average. Moreover, management was very certain that the hours allocation fits the industry average and would do more research and revert if there are any changes.

2.2 Night shift cost and expenses in commuting

* Agnes presented the cost involved in commuting to work for night shift

Management made it clear that ideally, every staff should be driving by now, but due to one or two circumstances with driving competences, some staff are not able to drive despite the company's willingness to offer car loans. Management acknowledged that the cost of commuting to work is a lot but not more the wages received.

2.3 Two-weekly rotation of live-in carers

* Vida, Farlen and Agnes outlined the need to rotate live-in packages on two weeks basis. According to them, this would bring a form of a balance in hours distribution and cost sharing. Vida retired that, the rotation will be healthy for the organizational succession plan as well as equip staff to know the nitty-gritty of live-in and its associated pros and cons.

This brought to the fore, the complexity of one of our client's package and how it should be managed with Abigail taking the lead, supported by Mike.

Farlen added her voice that rotation is very necessary for growth and development as management would feel capacitated enough with staff to admit more live-in packages into our customer base grid. She also mentioned that it would foster inclusion and avoid control of staff over the decision making of some client with regards to refusal of staff based on unfair grounds.

* Agreement to schedule a dedicated QA session: The company operates under open door policy and so any other questions could be channelled through Mike

3. Decisions Made

* Approved the revised live-in remuneration framework to be communicated.

4. New Action Items

* Michael : To provide update to the team after deliberations, further research and the way forward is agreed with regards to live-in rotation and remuneration.

5. Next Meeting

Date: To be communicated

Time: N/A

Location: Conference Room / Microsoft Teams