



Monthly Staff Meeting 5th October, 2025

Meeting Title: Monthly Staff Minutes

Date: 5th October, 2025

Time: 14:00 – 15:30

Location: Microsoft Teams

Facilitator: Florence Chihowa & Clara Chihowa

Minute Taker: Michael Asante (Community Team Lead)

Staff Attended: *Clara Chihowa (Registered Manager) * Florence Chihowa (Nominated individual/Operations Manager) * Agnes Ofosua Asifiri * Michael Asante * Sophia Quansah * Elijah Adeleye Oyedele * Idah Chingombe * Phidelia Kumador * Thabani Chris Mdlongwa *Idah Chingombe * Vida Amevor * Langutani Muchokore * May Aideloje * Patricia Sibanda *Earnmore Masamba

AGENDA: Appraisal Process, Key Performance Indicators and Evaluation Of Staff Performance. Policy Discussion, Wellbeing, Hampshire County Council Contract Update, Rota Systems and Team Dynamics, Staff Training And Supervision Expectations, Addressing Early Departures And Fairness In Care, Staff Development And Job Regulations Discussion

Introduction:

All staff were given the platform to voice out their concerns and wellbeing and well as how things are going on the route they are working.

The staff meeting focused on various operational updates and the appraisal process within the organisation. Mike shared insights from his recent appraisal with senior management, underscoring the value of detailed documentation for performance evaluations. He noted the success of training sessions and received positive feedback from regulatory bodies, setting a constructive tone for the discussion on appraisals.

Florence Chihowa initiated a conversation about the appraisal statuses of team members, confirming that Elijah had completed his appraisal while Phidelia had yet to schedule

hers. She explained the appraisal process, which involves reflecting on the past year and establishing future goals, using a weather metaphor to illustrate the different components of the evaluation. Florence emphasised the need for all staff to complete their appraisals to ensure individual performance aligns with the organisation's broader objectives.

Training compliance was another key topic, with Florence stressing the necessity of achieving a 95% completion rate for grey matter training. She warned that failure to complete training could lead to accountability issues and highlighted the importance of attending supervision sessions to enhance job satisfaction. Additionally, she emphasised the importance of staff integrity, urging them to avoid leaving shifts early, as this negatively impacts patient care.

The meeting also covered team dynamics and the importance of professionalism. Florence discussed the need for equity in the workplace, advocating for appropriate support for individuals facing personal challenges. She facilitated a team check-in, encouraging members to share their appraisal progress and well-being. Clara provided updates on contract signings with Hampshire County Council. She discussed package management processes, while Vida shared insights on patient care, emphasising the importance of matching caregiver skills to patient needs.

Staff Appraisals and Team Updates

Mike discussed his recent appraisal, noting the focus on audit and support checks. He shared his "sunshine moment," which involved successful training initiatives and favourable ratings from CQC. Mike also mentioned that he currently faces no significant challenges, as he and Clara are working to ensure program readiness with Hampshire County Council.

- Staff Appraisals and Performance Reviews

Appraisal Discussions and Guidelines

Florence Chihowa led a discussion on appraisals, asking team members about their progress. Elijah Oyedele reported that his appraisal went well, while Phidelia acknowledged she had not yet booked hers. Florence emphasised the importance of completing appraisal paperwork and explained the appraisal process, which involves reflecting on past performance and setting future goals.

Staff Training and Supervision Expectations

Florence Chihowa outlined the expectation for staff at South East Focus Care Limited to achieve a 95% completion rate for grey matter training, noting that being untrained could result in accountability for mistakes. She encouraged staff to attend supervision sessions to voice concerns and improve their work experience. Chihowa also mentioned the importance of using the weather model for reflection to foster open discussions about both positive and negative aspects of their practice.

- Training and Compliance Standards
- Communication of Policies and Procedures

Addressing Early Departures and Fairness in Care

Florence highlighted that leaving work early is akin to stealing, as it deprives patients of the care they deserve. She encouraged staff to log instances when they are asked to leave early, ensuring accountability and transparency. Florence warned that failing to adhere to these principles could damage the organisation's reputation and erode its trustworthiness.

Staff Development and Job Regulations Discussion

Florence Chihowa emphasised the importance of all staff participating in meetings to stay informed about organisational matters. She discussed the importance of declaring any second jobs to ensure compliance with regulations, noting that staff can only work a maximum of 20 hours elsewhere. Clara Chihowa added that accurate reporting is essential for CQC submissions.

Addressing Equity and Support in the Workplace

Florence Chihowa addressed the distinction between equity and equality, emphasising that equity involves providing tailored support to employees based on their individual circumstances. She provided examples, such as accommodating individuals with disabilities and offering support to those facing personal challenges like divorce. Chihowa underscored the importance of confidentiality in these matters, advocating for reasonable adjustments to help employees succeed without requiring them to disclose personal issues.

Addressing Team Dynamics and Oversharing

Florence Chihowa addressed issues related to team dynamics, particularly the negative impact of oversharing and gossip. She stressed that personnel decisions are based on client needs and individual strengths rather than favouritism. Florence also noted that some team members may not be suited for specific roles, which can lead to complaints if not appropriately managed.

Staff Check-in and Appraisal Updates

Florence Chihowa led a discussion to check in with team members about their well-being and the status of appraisals. Phidelia mentioned she has completed one appraisal and is in the process of finishing another. Clara updated the team on the signing of four contracts with Hampshire County Council, indicating progress in their ongoing projects.

Package Management and Staff Coordination

Clara Chihowa provided an update on package management, noting that staff must be on a payment list to receive packages. Florence Chihowa proposed including Winchester in the plans. At the same time, Clara mentioned that management had decided not to accept more patients from a specific area due to staff complaints about the distance.

Leave-in Patient Management Discussion

Clara Chihowa discussed the criteria for selecting caregivers for live-in situations, emphasising the importance of compatibility and ongoing monitoring. Vida reported on a patient's declining mobility and difficulties with medication intake, including issues with larger pills. She also mentioned adjustments made for the patient's comfort, such as moving a chair into the bedroom.

Staff Concerns and Communication Strategies

Florence addressed the challenges of staff rotations, stressing that moving individuals without assessing their skills can lead to complications in patient care. Clara provided an example of effective communication that ensured a patient received necessary medication, illustrating the importance of teamwork. Both emphasised the need for mindfulness in addressing workplace concerns and communication.

Task and Delegation:

Chris to book meeting with senior carers fortnightly on Fridays. Policies are to be picked and discussions made and brought to monthly staff meeting.

Mike will ensure that all staff are up to date with their training to meet the 95% standard.

Florence will ensure that all staff complete their appraisal paperwork and return it.

Clara will follow up with senior management to discuss how to support staff in understanding policies.

Mike will log instances of staff leaving early and communicate them to management.

Any other Business (AOB): Not applicable

Meeting Closure:

In the absence of AOB, further questions and answers, Florence moved for the closure of the meeting, seconded by Phidelia.