



Meeting Title: Monthly staff meeting

Date: 8th June 2025

Time: 14:30 – 16:00 hours

Location: Microsoft Teams

Facilitator: Florence Chihowa

Minute Taker: Michael Asante (Community Team Lead)

Pending Issues from previous minutes: Not applicable

Staff Attended:

Clara Chihowa (Registered Manager)

* Abigail Pokuaa Karikari

* Agnes Ofosua Asifiri

* Boluwatife Oyedele

* Tendayi Nhira

* Clara Chihowa

* Elijah Adeleye Oyedele

* Idah Chingombe

* Kazeem Ade Adejumo

* Tanaka Musiyamhanje

* Farlen Shoriwa

- * Thabani Chris Mdlongwa
- * Vida Amevor
- * Langutani Muchokore
- * May Aideloje

Apologies: N/A

Staff Well-being and Communication

- Staff reported feeling generally well during the check-in.
- Team encouraged to voice concerns openly and safely.
- Documentation must be completed during the shift to ensure accuracy and accountability.
- Task-sharing is recommended when working under time constraints or double shifts.
- Emphasis on team accountability to prevent delays or omissions in note-taking.
- Reminder: “If it is not written, it is not done.”
- Notes validate respectful care, patient consent, completed tasks, and other key details.
- Poor delegation was cited as a cause of accountability issues.
- Staff may choose to speak to specific leads for comfort and discretion.
- Mike will sensitively report concerns to senior management.
- Declining assignments without discussion was addressed as a growing concern.
- Clear communication is essential for team functionality and support.

Annual Leave and Supervision Protocols

- Leave requests handled on a first-come, first-served basis.
- Mike maintains timestamped records for fairness.
- No more than two individuals may be off concurrently to maintain coverage.
- Staff encouraged to distribute leave throughout the year rather than concentrate it in April.
- Delayed leave submissions may result in automatic allocations.
- Annual leave should promote rest and rejuvenation.
- Trading or converting leave discouraged in favour of personal well-being.

Organisational Structure

- Mike presented the team hierarchy and outlined roles.
- Clara: Registered Manager responsible for clinical oversight, external coordination, and patient/family liaison.
- Mike: Assists Clara with daily operations and escalates concerns.
- Ben: Oversees logistics and vehicle-related matters in partnership with Florence.
- Zack: Supports Clara in clinical matters.
- Florence: Focuses on staff well-being and effective process implementation.

- Mike: Acts as liaison between frontline staff and management; advocates on behalf of staff.
- Senior carers supervise and escalate staff concerns appropriately.
- Staff are encouraged to fully utilise the established support system.
- Everyone shares responsibility for the company's success.

Audit and Compliance Updates

- Mike shared positive results from spot checks and medication audits.
- Team commended for maintaining high standards.
- Compliance with wearing ID badges reinforced as a professionalism measure.
- Clara offered guidance on ID badge use during personal care to prevent infection risks.

Policy Review: Bullying and Harassment

- Focus this month was on maintaining a respectful workplace.
- Disputes should be resolved professionally and constructively.
- Support is available for individuals struggling to resolve issues independently.
- Staff reminded to consult the bullying and harassment policy and the employee handbook.
- Mutual respect and constructive dialogue are vital for a positive working environment.

Any other Business:

N/A

Meeting closure.

Farlen moved for the closer of the meeting, seconded by Michael