



Meeting Minutes

Meeting Title: Monthly Staff Minutes

Date: 7th September 2025

Time: 14:00 – 15:30 hours

Location: Microsoft Teams

Facilitator: Florence Chihowa & Clara Chihowa

Minute Taker: Michael Asante (Community Team Lead)

Legend: KPI-Key Performance Indicators

HCC: Hampshire County Council

AOB: Any Other Business

Staff Attended: Clara Chihowa (Registered Manager) * Abigail Pokuaa Karikari * Agnes Ofosua Asifiri * Tendayi Nhira * Elijah Adeleye Oyedele * Idah Chingombe *Phidelia Kumador * Tanaka Musiyamhanje * Farlen Shoriwa, Thabani Chris Mdlongwa * Vida Amevor * Langutani Muchokore * May Aideloje * Patricia Sibanda *Sophia Quansah

Staff Introductions and Wellbeing Checks

- All team members participated in personal introductions and shared reflections on their current workplace experiences. All staff responded positively to their wellbeing and work-life balance.
- Emphasis was placed on the significance of staff wellbeing in delivering effective care to clients.
- Staff were encouraged to utilize available channels and support mechanisms to voice concerns.

AGENDA:

The staff meeting focused on team well-being, updates on the Hampshire County Council contract, and the importance of documentation and accountability in care services.

SYNOPSIS

Clara Chihowa began the discussion by encouraging open communication and expressing her intention to hold individual catch-ups to gather feedback from team members. She voiced frustration over the lack of responses from some staff and highlighted the significance of these discussions for improving team dynamics.

HCC Updates

Mike provided updates on the Hampshire County Council contract, confirming the onboarding process and the expected timeline for receiving patients. Clara highlighted the differences in payment structures between Hampshire County Council and the NHS, especially concerning weekend enhancements. She also stressed the necessity of thorough documentation related to client hydration and repositioning to prevent potential issues, emphasising the importance of accurately recording fluid intake and urine output.

KPI of HCC and general expectation of staff

The discussion then turned to the importance of precise timekeeping in care services, with Clara noting that early departures without proper documentation could be considered fraudulent. She pointed out that the Care Quality Commission (CQC) requires detailed shift logs, including reasons for lateness and early leave, to ensure accountability. Clara also underlined the need for meticulous records regarding the condition of hospital beds and infection control practices to avoid liability and misunderstandings.

Clara concluded by emphasising the importance of integrity and honesty among staff, which helps foster respect and teamwork. She raised concerns about the lack of supervision reports and stressed the need for supervisors to engage regularly with their teams.

Florence encouraged the team to work together towards achieving a positive CQC report, urging members to read and analyse the report to understand their performance and identify areas for improvement. She expressed gratitude for the team's efforts and valued patient feedback as part of the evaluation processes.

AOB:

Not applicable

Meeting Closure:

In the absence of AOB, further questions and answers, Florence moved for the closure of the meeting, seconded by Chris at 15:30 hours.