



**SouthEast Focus Care Limited**

## **Meeting Minutes**

Monthly Staff Minutes (30th November 2025)

Meeting Details

- Date & Time: 30th November 2025, 14:00–15:30
- Location: Microsoft Teams
- Facilitators: Florence Chihowa & Michael Asante
- Minute Taker: Michael Asante (Community Team Lead)
- Staff Attended:

Clara Chihowa (Registered Manager), Abigail Pokuaa Karikari, Agnes Ofosua Asifiri, Tendayi Nhira, Elijah Adeleye Oyedele, Idah Chingombe, Tanaka Musiyamhanje, Farlen Shoriwa, Thabani Chris Mdlongwa, Vida Amevor, Langutani Muchokore, May Aideloje, Patricia Sibanda, Florence Chihowa, Michael Asante.

Meeting Overview & Key Themes

1. Staff Well-being and Emotional Support

- The meeting began with a check-in led by Earnmore, who reported no issues in Toton. Farlen Shoriwa shared a personal account of coping with the passing of a service user, highlighting the emotional realities faced by staff. This set a tone of empathy and mutual support, with facilitators Florence Chihowa and Michael Asante acknowledging the importance of staff morale and resilience.

## 2. Policy Focus: Risk Assessment and Record Keeping

- Florence Chihowa emphasised the importance of risk assessment in daily care, citing hazards such as temperature extremes and pressure sores. Mike Asante clarified that risk encompasses any event hindering care goals, and carers must assess risks from entry to exit in client premises.
- The team discussed positive risk-taking, advocating for least restrictive practices (e.g., providing mobile phones to wandering patients rather than confining them).
- Clara Chihowa stressed the need for vigilant documentation, especially for patients from council services who may have higher safeguarding risks due to longer care durations.
- The group broke down risk evaluation into hazard identification, likelihood, and severity, guiding decision-making and care plan documentation.
- Florence Chihowa urged carers to document all findings carefully, referencing a recent case where poor documentation nearly led to serious consequences.

## 3. Record Keeping and Documentation

- Earnmore highlighted the need for notes to be made as close to the event as possible for credibility.
- Mike Asante and Florence Chihowa promoted the use of the electronic Care Control system, which timestamps entries and reduces risks associated with paper notes.
- Staff were reminded by Florence Chihowa and Mike Asante not to share notes directly with clients, but to route requests through management, ensuring GDPR compliance.
- Clara Chihowa emphasised the importance of confirming medication administration details to avoid errors.
- Financial transactions on behalf of clients must be recorded using physical cash and vouchers, avoiding personal accounts or digital transfers to safeguard against fraud.
- The importance of honest and immediate reporting of incidents was underlined, with examples of bruising or falls leading to investigations when not properly documented.
- Florence Chihowa advocated for transparency in documentation, framing errors as opportunities for team learning rather than blame.

#### 4. Staff Appreciation and Recognition

- Farlen Shoriwa announced a staff appreciation programme, with meal vouchers worth approximately £37 for each staff member, valid for 12 months, encouraging group meals at Casa Brazil.
- Mike Asante confirmed that vouchers were uploaded and would be sent via email, with follow-ups to ensure all staff receive them.
- Plans were made to share group photos after meals on the company portal, fostering a sense of community and recognition.
- Florence Chihowa noted ongoing challenges with Hampshire County Council's delayed system updates, with plans to escalate and chase progress.
- The leadership, including Clara Chihowa and Florence Chihowa, acknowledged staffing pressures due to bereavements and planned leaves, urging cooperation to maintain service continuity.

#### 5. Experience Sharing and Client-Centred Care

- Mike Asante shared insights from visits to multiple routes, where sterile containers for biopsy samples improved care quality.
- Florence Chihowa recounted a sensitive case involving a terminally ill client, whose behaviour changes reflected distress. The team recognised such behaviours as communications of fear and anxiety, emphasising empathy and adjusted responses.
- Clara Chihowa and Florence Chihowa agreed that understanding the function behind behaviour helps staff respond with kindness and tailored care, reinforcing person-centred approaches.

#### 6. AI Use and Data Protection

- Mike Asante and Florence Chihowa issued strong cautions regarding the use of AI tools with sensitive data, highlighting GDPR compliance and NHS restrictions.
- Staff were advised to avoid AI use with patient-identifiable information and to be vigilant about digital security.
- The leadership prioritised confidentiality and safeguarding client data while adapting to evolving technology risks.

## 7. Policy Rollout and Training

- Mike Asante and Florence Chihowa introduced two key policies: Risk Assessment and Record Keeping, providing summaries for staff to engage with before detailed training.
- Training will be conducted in small groups for in-depth discussion, with positive behaviour support training reintroduced using a “train the trainer” approach.
- Staff were encouraged to read full policies on the staff portal and integrate policy knowledge into daily practice.
- Future sessions will cover additional policies related to positive behaviour support.

### Action Items and Reminders

- Mike Asante to share policy summaries and full documents on the staff portal, email meal vouchers, and arrange thank you cards.
- Follow-up communications to Hampshire County Council to expedite inclusion on their portal.
- General reminders:
  - o Use electronic care recording for timely, accurate notes.
  - o Report all risk observations and incidents honestly.
  - o Avoid sharing documentation directly with clients; route requests through management.
  - o Maintain strict confidentiality and avoid unsafe platforms like WhatsApp.
  - o Avoid using AI tools with patient-identifiable data.

### Well-being Lead Admonishment

- Farlen Shoriwa requested staff provide pictures for next year’s birthday banners to the well-being team for better event preparation.

### Closure

With no further issues, Florence Chihowa moved for the closure of the meeting, seconded by Farlen Shoriwa.