



November 16th 2023

Re: Consumer Advisory Bodies in aged care

As you may know, aged care providers have a new responsibility to offer the establishment of consumer advisory bodies and hold meetings at least every 12 months with residents and their representatives. The objective of running consumer advisory body meetings is to gather consumer feedback around the quality of Whiddon's care and services. This feedback goes back to the Board, who will then decide on how to act on the feedback and report back in writing to the consumer advisory bodies.



Whiddon's Board sees this as a very positive new requirement and looks forward to including more consumer feedback in the quality development of our services. It is also your opportunity to provide feedback about your loved one's care and services and to have an ongoing conversation with the Board.

What will this look like in Residential Care?

Whiddon has decided to offer consumer advisory body meetings in all of its Residential Care Homes twice a year, in March and September. These meetings will replace the monthly resident meetings in these months. This is what the process will look like:

- Your DCS, Director of Care Services, will issue invitations to attend the meeting coming up to all residents. Family members will be sent invitations centrally
- You will also see an EOI advertisement in the monthly newsletters
- If you are interested in attending the advisory body meeting, you will need to RSVP using the details on the invite
- The meeting will run if we have RSVPs indicating that several consumers and/or their representatives will attend
- The meetings will be held in the Care Home
- Confirmation and an Agenda for the meeting, and some papers, will be issued prior to the meeting to those that have indicated they will attend
- The meeting will be facilitated in your Care Home by a Regional Manager, who is not involved in the daily care in the Home
- The Regional Manager will structure the meeting using the Agenda and note feedback and action points from your meeting
- The feedback and action points will be documented and sent to our Quality Care Advisory Body and to the Board after the meeting.



Is there any other type of support for attending a consumer advisory body meeting?

Some people may be worried about attending a meeting and providing feedback. We will aim to support you in any way that we can. This will include:

- A simple information pack that provides tips and advice on what to expect and how to get the best out of these meetings

How will I know that the Board has heard our feedback?

- The feedback and action points are discussed by the Quality Care Advisory Body, that also has consumer representatives. The feedback is also sent directly to the Board
- The Board will discuss the feedback from all the meetings, and common themes
- They will then respond in writing back to your consumer advisory body with how they plan to address your action points
- If there are urgent or more localised action points these will be escalated and the Board's/Manager's response tabled at the earliest resident meeting as well as the next consumer advisory body meeting
- There could be further invitations to participate in workshopping around ideas to trial

If I attend one meeting am I committed to attend more?

We are hoping that some residents and/or their representatives will be interested in attending both of the meetings in a year. This provides continuity around the feedback. We are however aware that it isn't always possible to commit to two meetings, and attending just one meeting is of great value to us.

How will this start this year?

Your DCS, Director of Care Services, will talk about the new requirement and the opportunity to attend the consumer advisory body meetings at the November/December resident meetings. You will then receive an invitation in the New Year to attend the first meeting in March. We are hoping that you and your loved one will be interested in attending these meetings.

We encourage you to participate and have your say.

With kind regards,

Alyson Jarrett
Deputy Chief Executive Officer