



You're Invited to join a Consumer Advisory Body meeting

You may have received a letter about Whiddon facilitating Consumer Advisory Bodies and 6 monthly meetings.

The aim of the meetings are for residents and family members to provide feedback around the quality of their care and services to the Board. The Board will respond to each CAB detailing how they propose to address the feedback.

The Board wants to hear from you, and it's a great opportunity to have your say.

The terms of reference for these meetings are included with this invite.

Have Your Say at the next meeting:

Please find the proposed agenda for this meeting on the back of this invite.



Time:

Date:

Venue:

Please RSVP to the Care Home administration team by

**We hope to
see you at the
meeting!**

Consumer Advisory Body Meeting Agenda

meeting



FACILITATOR:

| Item | Topic | Who | Time |
|------|--|-------------------|--------|
| 1 | Welcome and Introductions | Chair/Facilitator | 5 min |
| 2 | <ul style="list-style-type: none"> Objectives of the meeting Review of Draft Terms of Reference Format of the meeting Reporting | Chair/Facilitator | 10 min |
| 3 | <ul style="list-style-type: none"> Review of Residential Care National Quality Indicator results Review of Customer satisfaction results Feedback around resident surveying | Facilitator | 10 min |
| 4 | Matters arising – Members raise topics | Chair/Facilitator | 40 min |
| 5 | Whiddon Experience <ul style="list-style-type: none"> What is the Whiddon Experience? Resident feedback – Most important touchpoints? Where do you suggest we start? | | 20 min |
| 6 | Review action points | Facilitator | 5 min |
| 7 | Close – next steps and meeting: | | |