

# Client forum

Highlights from the Client forum

Last meeting: 16 December 2020

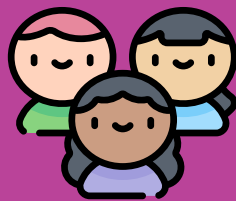
## Welcome to the Client forum update

The last Client Forum took place on Wednesday 16 December. Despite it being a virtual meeting, all who attended shared a mince pie and a hot drink! It was a packed meeting and we managed to cover a lot of ground in the time we had.



## Key topics from the last meeting

Discussed new **Terms of Reference** to encourage more clients to attend the group.



Reported on **complaints, accidents, compliments and safeguarding** for the period April to September 2020.



### Agreed dates for meetings in 2021:

Wednesday 20 January  
Wednesday 24 March  
Wednesday 12 May  
Wednesday 7 July  
Wednesday 1 September  
Wednesday 24 November



All meetings will be held at 1pm via a Teams call – a staff member will be able to support you to attend this.

### Reviewed the results of the **Homecare Client Satisfaction survey**:

**98%** of clients satisfied or very satisfied with the **care and support** they receive from Transform.

**100%** of clients would **recommend Transform care services** to their family or friends.

**98%** of clients felt **adequately protected from COVID** by staff wearing protective clothing.



**Coming up in January** we will be looking at the new Complaints policy and a training module for all clients on **Starting and Maintaining a Tenancy**.

If you would like to join the Client Forum please contact **Tim Butcher** or **Adele Duncan**.  
Ask your Keyworker for contact details.