

9 December 2025

Dear Home and Community Care Quality Care Advisory Body (QCAB) Members

Subject: Recommendations from Cycle 4 QCAB Meetings

Thank you for your ideas and suggestions after the fourth round of meetings. Your feedback in the summary report is really helpful as we work to make our services better for clients and improve things for our staff. The Board is very appreciative of your help reviewing the complaints policy, which has now been rewritten in clearer, easier-to-understand language for everyone.

We note your suggestions and agree that the overall priority is to get through the remaining tasks and bring new members on board as we are keen to hear from as many people as possible.

Below are the changes we plan to make, along with timelines for each:

Service Delivery and Communication

- Continue to advance ongoing QCAB improvements, especially focusing on service communication – target for completion February 2026.
- Provide training and resources to community workers to enhance their familiarity with the client app, ensuring they can support clients effectively - target for completion February 2026.
- Assess the impact of CHL app enhancements with a follow-up survey to confirm positive changes for clients - target for completion March 2026.
- Collect ideas from current Community Workers on how to attract and recruit new workers - completed in November 2025.
- Trial and test recruitment ideas over the coming months and update the QCAB on the progress at the next QCAB cycle starting in February 2026.

Systems and Feedback

- Invite QCAB members to test the new complaints and feedback App known as ERICS when it goes live - completed in November 2025.
- A review of all outstanding recommendations be completed, prioritising improvements in communication and shared with QCAB members - completed in December 2025.

Financial Transparency

- Work with the finance team to improve the clarity of financial statements, especially for external services, following the Support at Home transition - completed in November 2025.

We thank the QCAB for these constructive suggestions and also agree with the need to promote the great work of QCAB to support recruitment.

Conclusion

The Board truly values the QCAB's recommendations, as we work with you to address some of our most pressing challenges. We are committed to implementing these changes and look forward to seeing positive results.

We look forward to QCAB providing feedback on the initiatives to confirm they achieve the desired results.

If you have further questions or would like updates on the progress, please don't hesitate to contact the Chair of the QCAB. Thank you for your continued dedication to improving Home and Community Care Services.

Our best wishes to you and your families for Christmas and the New Year.

Yours sincerely



Stephen Teulan
Board Chair
On behalf of the Board of Directors