

Directorate of Adult, Community and Housing Services and Directorate of Children's Services
Visits to Social Care Establishments OCTOBER 2005 – APRIL 2006

Stourbridge Area Committee 19June 2006

Stourbridge Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
Colin Wilson Alan Taylor (H'owen AC)	28 Feb 2006	Tipton Road Children's Establishment	Found service users happy and contented and witnessed a good quality of interaction between service users and staff. Impressed by the competent way that this establishment is run.	Members were thanked for their very positive comments. An excellent Inspection Report had been received and Members visit confirmed the high standard of care being provided for the young people.
Colin Wilson Alan Taylor (H'owen AC)	28 Feb 2006	Audnam Centre	Service Users met appeared happy and contented. Although limited contact on the day, the interaction between service users and staff appeared very good. Structure of home is in the process of closing.	The positive comments of Members have been passed on to staff and service users. Audnam to close in December 2006 and plans are well- advanced to relocate clients to other facilities.
Adrian Turner Malcolm Knowles	13 Feb 2006	Parkway Road Children's Establishment	A very homely atmosphere, able to meet most of staff who were very friendly. Staff sleeping arrangements downstairs not ideal but possible move to another house on the cards.	Members were thanked for report and the positive comments. Presently trying to identify a new property but currently difficult to identify a 5-bed property. Every effort is being made.

Appendix 3

Stourbridge Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
Adrian Turner Malcolm Knowles	13 Feb 2006	Russell Court	Quite a homely atmosphere, service users appeared happy and said they enjoyed being at the Home. Staff appeared well motivated and there was a friendly atmosphere. Some problems with local youths on the car park, dealt with by the support of police officers. Suggestion for pro-forma report form (5.4) to include 'Compliments' as well as Complaints as there was a large file of compliments.	Pleasing that Members found service users happy and staff well motivated. Staff are encouraged to spend time with the residents and to keep them as active as possible. The suggestion of including Compliments with the Complaints log will be taken on board and recorded by other units in the same way.