

Halesowen Area Committee – 28 June 2006

Joint Report of the Director of Adult, Community and Housing Services and the Director of Children's Services

Progress of Elected Member Visits to Adult and Children's Social Care Establishments 2005/06

Purpose of Report

1. To provide the Committee with information about the progress of visits to Adult and Children's social care establishments undertaken by Members during 2005/06.
2. To inform Committee about actions taken in response to Member visits and their comments.
3. To identify issues arising from the rota visits and seek Members' views.

Background

4. Each Area Committee nominates pairs of Members who are willing to undertake visits to Adult and Children's Social Care establishments. A list of residential and day care establishments for adults and children is attached as Appendix 1.
5. The purpose of the visits is to assist Members in reviewing the residential and day care service delivery to Adults in establishments managed by the Directorate of Adult Community & Housing Services and to Children in establishments managed by the Directorate of Children's Services
6. The visits also assist Members in fulfilling their role as Corporate Parents of Looked After Children.
7. All Members participating in the rota of visits must have received training in the role and satisfactory Criminal Records Bureau clearance.
8. Training to assist the process for 2006/07 will be provided to Members. The training will provide a 'refresher event' for Members who have received training before; it will also be designed to assist Members who have not had the opportunity of attending training previously. The date for the training is to be confirmed.

9. The rota process and the delivery of training is managed within the Policy & Performance Unit of the Directorate of Adult, Community & Housing Services. Over a period of time Members have made suggestions to improve the process and these have and will be incorporated into the Protocol determining the responsibilities of Members and officers. The Protocol is attached as appendix 2.
10. Staff of the Policy & Performance Unit provide Members with
 - a copy of the Protocol for Members and officers
 - a schedule of visits to be undertaken during the period
 - a reminder of scheduled visits to children's establishments
 - a proforma for completion at each visit
 - background information about each establishment, in terms of purpose and staffing
 - a copy of the comments made by Members on the previous visits.
11. Members completed proformas are sent to the relevant Assistant Director for comment and response. Appendix 3 provides details of the visits carried out by Members and the response provided by the relevant Assistant Director
12. Staff of the Policy & Performance Unit pass information following Members comments to the Quality & Complaints Manager and the Property & Steering Capital Group, as appropriate.
13. Members Feedback: Members have commented on two main points:
 - **Timescale for visits:-** Members visits to establishments have for a number of years taken place between October and March. Some Members have asked if the visits could begin earlier than this due to the level of commitments for Members throughout the year. The earliest month that the visits could begin would appear to be August; this is due to the need to await Member nominations from all five area committees and also the need to provide a training opportunity for Members. We have requested a training date for July 06, however a date is yet to be confirmed. Every attempt will be made to provide Members with all relevant paperwork and assistance to enable visits to begin as soon as possible this year.
 - **CRB Checks.** The Protocol requires that Members must be CRB checked in order to carry out a rota visit to a Social Care establishment. Every effort was made to ensure that all nominated Members were given the opportunity to carry out a visit, however, this year some Members were unable to carry out a visit due to CRB checks not being carried out or concluded in time for inclusion on the rota of visits. Members who are nominated to carry out visits for 2006/07 are courteously asked

to ensure that they are CRB checked or to seek clearance at the earliest opportunity.

Finance

14. There are no immediate financial implications from this report. The programme of Member Visits can continue to be provided from within existing resource allocation.
15. On occasion, Member comments and recommendations will have additional cost implications. These are forwarded in the first instance to the Technical Support Services and where appropriate to the Property & Steering Capital Group for consideration.

Law

16. Members' visits to Social Care establishments assist in meeting some of the relevant requirements of the Children Act 1989 and the 1948 National Assistance Act.

Equality Impact

17. The visits to establishments are intended to assist officers in ensuring that services are delivered in a fair and service user focused manner.

Recommendation

18. That Members consider and comment on the information contained in this report and attachments.
19. That Members make further nominations from Committee for participation in the rota for the year 2006-2007.



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DUDLEY METROPOLITAN BOROUGH

Appendix 1

Directorate of Adult, Community and Housing Services
Directorate of Children's Services

SOCIAL CARE ESTABLISHMENTS FOR ADULTS AND CHILDREN

Adult Residential Care Units

Residential Homes and Addresses	Ward	Area Committee
Bridge House (Physical Disability) Bayer Street Coseley Bilston WV14 9DS	Coseley East	North Dudley
Amblecote House (Older People) King William Street Amblecote DY8 4ES	Amblecote	Stourbridge
Arcal Lodge (Older People) Arcal Street Sedgley DY3 1TG	Upper Gornal & Woodsetton	North Dudley
New Bradley Hall (Older People) Compton Drive Off Stream Road Kingswinford DY6 9NP	Kingswinford South	Brierley Hill
New Swinford Hall (Respite/Rehabilitative Care for Older People) Martley Drive New Farm Lye Stourbridge DY9 7PE	Pedmore & Stourbridge East	Stourbridge
Russell Court (Older People) Overfield Road Dudley DY12NY	St James's	Central Dudley
Shenstone (Older People) Kent Road Halesowen B62 8PQ	Halesowen South	Halesowen
Tiled House (Older People) 200 Tiled House Lane Pensnett DY5 4LE	Brockmoor & Pensnett	Brierley Hill

Residential Homes and Addresses	Ward	Area Committee
Wallbrook House (Older People) 1 Whitehouse Street Coseley WV14 8HE	Coseley East	North Dudley
Glebelands (Learning Disability) Kempton Way Heathfarm Road Norton Stourbridge DY8 3AY	Norton	Stourbridge
Grange House (Learning Disability) Parkway Road Dudley DY1 2QA	St James's	Central Dudley

Adult Day Care Establishments

Adult Day Care and Addresses	Ward	Area Committee
Brettel Lane (Older People) King William Street Stourbridge DY8 4ES	Amblecote	Stourbridge
Brett Young (Older People) Old Hawne Lane Halesowen B67 3TB	Belle Vale	Halesowen
Roseville (Older People) Tunnel Street Coseley WV14 9DE	Coseley East	North Dudley
Rowan Lodge (Older People) Kent Road Halesowen B62 8PQ	Halesowen South	Halesowen
Hill House (Mental Health) High Street Amblecote Stourbridge DY8 4DG	Amblecote	Stourbridge
The Poplars (Elderly Mentally Ill) Little Cottage Street Brierley Hill DY5 1RG	Brierley Hill	Brierley Hill
Queens Cross Network (Physical & Sensory Disabilities) Wellington Road Dudley DY1 1RE	St James's	Central Dudley

Adult Day Care and Addresses	Ward	Area Committee
Amblecote Centre (Learning Disability) King William Street Amblecote DY8 4ES	Amblecote	Stourbridge
Woodside Day Centre (Mental Health) Highgate Road Holly Hall Dudley DY2 OFZ	Netherton, Woodside & St Andrew's	Central Dudley
Audnam Centre (Learning Disability) 41 Audnam Wordsley Stourbridge DY8 4AG	Wordsley	Brierley Hill
Lower Gornal Centre (Learning Disability) 41 Holloway Street West Lower Gornal DY3 2EF	Gornal	North Dudley
The Mere Centre (Learning Disability) Mere Road Norton Stourbridge DY8 3AY	Norton	Stourbridge

Childrens Units

Residential	Ward	Area Committee
Family Assessment Centre 25 Kent Road Halesowen B63 8QP	Halesowen South	Halesowen
Parkway Road 12A Parkway Road Dudley DY1 2QA	St James's	Central Dudley
Maitland Road 3 Maitland Road Russells Hall Estate Dudley DY1 2NU	St James's	Central Dudley
Adshead Road 5 Adshead Road Buffery Estate Dudley DY2 8SS	St Thomas's	Central Dudley
Tipton Road 18 Tipton Road Sedgley DY3 1HB	Upper Gornal & Woodsetton	North Dudley

Residential	Ward	Area Committee
Parkes Street 20 Parkes Street Brierley Hill DY5 3DY	Brierley Hill	Brierley Hill
Rydal 14 St James's Road Dudley DY1 3JD	Castle & Priory	Central Dudley

DUDLEY METROPOLITAN BOROUGH

Directorate of Adult, Community and Housing Services and Directorate of Children's Services

Protocol for Elected Member Visits to Social Care Establishments

1.0 The purpose of Member visits to Social Care establishments is:

- 1.1 To assist Members in carrying out their corporate parenting responsibilities to young people who are looked after (Children Act 1989, Association of Metropolitan Authorities 1993).
- 1.2 To help ensure that Social Care services for adults are provided to appropriate and safe standards, in line with legal requirements (Valuing People 2001, Local Government Acts 1999, 2000, NHS & Community Care Act 1990 Health & Safety legislation).
- 1.3 To assist Members in feeling adequately informed about the quality and value of service provision.

2.0 The comments made by Members about their visits can enable:

- 2.1 Staff and service users to feel that their voices are heard by elected representatives.
- 2.2 Members to recognise and praise good practice where they see it.
- 2.3 Staff and Service users to gain confidence in their involvement in determining service provision.

3.0 This protocol is a summary guide for Elected Members and Officers of Dudley MBC. It replaces the protocol previously agreed in February 2002. Elected Members will:

- 3.1. Be nominated by Area Committees to carry out the visits to Social Care establishments.
- 3.2 Be prepared to receive training prior to undertaking the visits.
- 3.3 Be prepared to provide information to enable Criminal Records Bureau checks to be made, prior to undertaking visits.
- 3.4 Identify a preferred partner with whom to undertake visits and inform the Policy & Performance Unit of their choice.

- 3.5 Undertake the requested visits during the allocated three months (one specific month in the case of establishments for children) OR inform the Policy & Performance Unit where this is not possible.
- 3.6 Carry identification during visits to establishments.
- 3.7 Make prior arrangements with establishments for adults before undertaking visits.
- 3.8 Make unannounced visits to establishments for children.
- 3.9 Ensure that each visit includes opportunities for Service Users – children and adults – to ask questions of, and make comment, to Members.
- 3.10 Respect the privacy dignity and confidentiality of Service Users during and after their visits
- 3.11 Ensure that each visit includes an examination of records to enable the completion of the pro forma.
- 3.12 Discuss their comments and the content of the completed pro forma with senior officers of the establishment.
- 3.13 Where available, obtain the Manager’s signature to confirm sight of Member comments.
- 3.14 Be alert to any child protection, vulnerable adult or urgent health and safety issues they may observe and report these to the relevant Director or Assistant Director as a matter of urgency.
- 3.15 Complete and return the pro forma as soon as possible after the visit.

4.0 Managers and Officers of day care and residential establishments will:

- 4.1 Ensure that establishment staff and service users are aware that Members may visit and have an understanding of the purpose involved.
- 4.2 Provide background information about the establishment to the Policy & Performance Unit for circulation to Members and to Members during visits.
- 4.3 Receive Members courteously and give full and free access to the establishment and to service users – subject to their rights to privacy and confidentiality.
- 4.4 Encourage service users to be involved during Member visits and to discuss with Members their views about the service provided.

- 4.5 Accompany Members during the visits if required by Members.
- 4.6 Sign the pro forma completed by Members when available, to confirm that they have seen their comments.
- 5.0 In order to assist Members and Staff in carrying out these responsibilities, the Policy & Performance Unit will:**
- 5.1 Coordinate the provision of training for new Members as part of their induction, and for Members nominated by Area Committees to undertake visits.
- 5.2 Monitor Members' participation in training and the receipt of Criminal Records Bureau clearance.
- 5.3 Provide Members with an annual rota of requested visits to establishments.
- 5.4 Ensure that requested Member visits to childrens' establishments are Coordinated with Regulation 33 Children Act Senior Managers visits to those establishments.
- 5.5 Ensure that each establishment for adults is visited once per year.
- 5.6 Provide Members with the pro formas for feedback on each visit
- 5.7 Provide Members on a quarterly basis with information about establishments to be visited.
- 5.8 The information will include
 - 5.8.1 Details of the previous Members' visit, their comments and the Assistant Director's response
 - 5.8.2 The mission statement, or statement of purpose, of the establishment
 - 5.8.3 Details to Members where establishments are managed by joint agencies i.e. Adult Community Housing Directorate together with the Primary Care Trust.
 - 5.8.4 Details of the officer in charge and deputy
 - 5.8.5 Contact details for each establishment
 - 5.8.6 In the case of children's establishments, confirmation of the month in which the visit must be completed.

- 5.9 Acknowledge receipt of completed pro formas and pass to relevant Assistant Directors.
- 5.10 Monitor the Assistant Director's response within agreed timescales – fifteen working days.
- 5.11 Provide copies of the completed pro formas and the Assistant Director's response to
 - 5.11.1 the Manager of the establishment
 - 5.11.2 the Chair of Select Committee on Health & Social Care
 - 5.11.3 the Lead Member for Social Services and
 - 5.11.4 the Members Library
- 5.12 Maintain a record of action required by Members and Assistant Director's response for the purpose of reporting to Director's Management Team and Area Committees.
- 5.13 Ensure that the Assistant Director [Children's Social Care] is informed where Members have not been able to undertake the requested visits to childrens establishments.
- 5.14 Ensure that where relevant, Members' comments are passed to Technical Support Services or where appropriate the Property and Capital Steering Group.
- 5.15 Ensure that Members' comments on compliments and complaints are passed to the Quality and Complaints Manager for monitoring and action where necessary.
- 5.16 Ensure that a report is presented annually to Directorate's Management Teams on the progress and learning from Member Visits, which includes a summary of actions taken in response to Members' comments.
- 5.17 Ensure that the report is available to Directors in time for it to be seen and agreed by the Lead Member before presentation at Area Committee.
- 5.18 Ensure that the report is presented annually to each Area Committee, in time for the annual nominations of Members following local elections.

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

Halesowen Area Committee 28 June 2006

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
Hazel Turner Jill Nicholls	30 Nov 2005	Shenstone	Found a good standard of care in the Home, happy and contented service users and excellent working relationships between staff and service users. The staff office is overcrowded and could do with being larger. Some decorating required and security fencing around garden area.	Pleasing report and positive comments will be passed on to staff. The decorating should be carried out in the early part of the new year. Other concerns are being addressed and the garden and fencing assessed and will be placed on the capital programme.
Hazel Turner Jill Nicholls	1 Dec 2005	Rowan Lodge Day Centre	Residents appeared happy and contented. Very good interaction between service users and staff. Lack of private area to discuss personal problems and access from Shenstone to Rowan Lodge kitchen causes disruption to service users. No special facilities for service users' personal needs, eg hoist.	Thanked for a very positive report that indicates that the Centre continues to be well run. Attempts have been made to minimise the level of disruption from the function of the kitchen by the installation of display screens. Discussions are underway to look at resources at Shenstone. A

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
Hazel Turner Jill Nicholls	30 Nov 2005	Family Assessment Centre	Service users appeared happy, contented and healthy. Staff moral good and supportive of one another. Replacement kitchen cupboards required and a security fence needed around perimeter of Shenstone grounds to stop young people gaining access to Home. Pleased to see that dustbin areas had been sorted.	Thanked for the positive comments and for the views of service users. Defective kitchen cabinets are to be replaced in the next financial year and the issue of the perimeter fence is being considered in the current Capital Programme.
Alan Taylor Colin Wilson (Stbridge)	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.
Alan Taylor Colin Wilson (Stbridge)	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.

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
Ray Burston Jennifer Dunn	27 Feb 2006	Adshead Road Children's Establishment	Commented at length on conversation with one service user. Some staff anxiety about the fate of service users when they turn 18 years of age. Staff office appeared to be desperately cramped. The Unit appears to enjoy good relations with its neighbours which helps residents assimilate into the life of the local community.	Noted the positive comments about the home which will be shared with the manager and staff. Agreed that staff office is on the small side, however staff are encouraged to spend time interacting with the young people. Staff are working hard to support young people until they move on into semi-independent accommodation.
Ray Burston Jennifer Dunn	27 Feb 2006	Arcal Lodge	As service users were taking lunch conversations with them were limited. Arcal Lodge is eventually to be replaced by a new facility, so maintenance work is limited to day to day matters. However some minor repairs from 8 March 2005, require completion. Suggested that links with local talent in schools and elsewhere could be looked into to bring entertainment to service users.	Thanked Members for taking the time to visit the home and the Manager will be asked to check for any outstanding work that is required at Arcal. Pleasing that Members found staff positive about the proposals for the new facility. The Manager will be asked to pursue the community links and also look at the suggestion to liaise with Dudley Performing Arts and local schools.

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
Ray Burston Jennifer Dunn	27 Feb 2006	Brett Young Day Centre	Service Users appeared happy with the facilities and grateful for the hard work of the staff and volunteers. Some concern about choice of food and the temperature of food. Construction of the new bathing facilities now underway. Staff concern about unserviceable dishwasher and the need to replace the hoist in the disabled toilet. Staff and service users are concerned about the long-term future of the Centre.	Reassuring to hear that overall the service users are happy with the care and attention shown towards them by the staff team. The unit manager is working on providing a more varied menu that will provide a degree of choice. Use of legacy monies is being utilised to support refurbishment work at Brett Young. Dishwasher has been replaced and the track hoist is being purchased as part of the bathroom refurbishment.

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
John Woodall Lesley Faulkner	16 Feb 2006	Maitland Road Childrens Establishment	Service users seemed to be happy in their surroundings and visit caused excitement and interest. A very homely and caring atmosphere and it was self – evident that the service users and staff interacted very well. Generally good state of repair and decoration. However redecoration required to bedrooms and repair to kitchen ceiling. Two bathroom suites also require replacement.	Pleased to receive positive comments which will be passed on to the staff and Service Manager concerned.
John Woodall Lesley Faulkner	1 March 2006	Amblecote House	Residents spoken to were happy and relaxed in their surroundings. It was noted that staff and service user relationship was pleasant with good interaction and assistance. Bedrooms all require redecoration and the process of siting radiators in each bedroom has begun. Concern that the large room where Day Centre/Entertainment takes place has to close as CSCI state that Day Centre infringes on permanent residents.	Pleasing that Members found residents happy and relaxed during the visit and also that the residents were so positive about the care that they receive from the staff. Decoration of the Home is on the maintenance plan. Day Centre closure is as a result of new National Standards and relates to the fact that different services need to have separate facilities and access.

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment Children's Residential Day Centre	Members Comments	Assistant Director's Response
John Woodall Lesley Faulkner	20 March 2006	The Poplars Day Centre	Service users appeared to be comfortable with their surroundings and staff and clients were observed participating in activities in a happy and relaxed way. Repairs required to Reception and Lounge areas. Water testing temperature needs to be higher to conform to Legionnaires Policy. Transport & Meals on Wheels needs strategic thinking.	Members thanked for their positive report. The repairs are the responsibility of the Estates Manager of the NHS. The unit manager will raise issues with the individual concerned. Health & Safety guidelines are followed to monitor water temperatures on a weekly basis. Since the visit progress has been made on Transport and Meals on Wheels issues.
Gaye Partridge David Stanley (North Dudley)		Family Assessment Centre	Due to commitments of Cllr Partridge visit unable to be carried out.	