

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

**Member Visits to Social Care Establishments October 2008 – April 2009
Stourbridge Area Committee 15th June 2009**

ADULT ESTABLISHMENTS

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Peter Lowe Nicolas Barlow	17.2.09	New Swinford Hall (Respite/ Rehabilitative Care for Older People)	Members passed on very positive feedback from residents and of their own interactions of the relationship between staff and residents in the home. Members also complimented the low level of staff turnover and high degree of training undertaken. Some rooms were identified for upgrading and extra car parking recommended.	Members were thanked for their positive comments. AD confirmed the high level of training and the stability of the staff group. Home manager will be asked to consider the suggestions of improvements to some rooms and an increase in the level of car parking.

ADULT ESTABLISHMENTS

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Peter Lowe Nicolas Barlow	29.1.09	Woodside Day Centre (Mental Health)	Members commented on the extremely positive feedback from service users describing the opportunities for service users as "the best range of activities we have observed". Comment was made on the desirability of more space and CCTV equipment at the entrance of the building.	AD thanked members for their positive comments and gave information on CCTV and space.

CHILDREN'S ESTABLISHMENTS : first programme of visits

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Mohammed Hanif</p> <p>Rachel Harris (from Brierley Hill Committee)</p>	26.11.08	Maitland Road	<p>Members commented positively on attitude of staff and residents. Also on activities and facilities. Some past difficulties with local youths gravitating towards home but this is being managed.</p> <p>Concern also expressed about planned zebra crossing outside of home and the impact this will have.</p>	AD thanked members for their report. Issue of impact of zebra crossing and possible solutions is being discussed

CHILDREN'S ESTABLISHMENTS : first programme of visits

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Mohammed Hanif</p> <p>Rachel Harris(from Brierley Hill Committee)</p>	26.11.08	Adshead Road	<p>Members spoke positively of the work being undertaken with residents at the time of the visit. Good staff morale and working relationships with young people in placement. Comments made re need for replacement garden fence and bathroom refurbishment.</p>	<p>AD thanked members for their report and the positive comments that they had made.</p> <p>Members were assured that monies have been identified for both the garden fence and bathroom work.</p>

CHILDREN'S ESTABLISHMENTS : second programme of visits

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Peter Lowe Nicolas Barlow	10.2.09	Parkes Street	Members spoke positively on the quality of care and opportunities for service users. Also positive feedback on training and development. Residents appeared very happy with level of care. Improvements to structure of the home were suggested so that residents would have improved play areas.	AD thanked members for their feedback. Suggested improvements are to be considered by Divisional Manager.

CHILDREN'S ESTABLISHMENTS : second programme of visits

StourbridgeAre a Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Mohammed Hanif Rachel Harris(from Brierley Hill Committee)	20.2.09	14 St James's Road	Members reported positively on their visit, citing activities, work with specialist fostering project. Good relationship with neighbouring houses and EPH next door. Members also commented on good balance and range of meals available to young people. Positive comments re staff.	Response Pending