

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

Appendix 3

**Member Visits to Social Care Establishments October 2008 – April 2009
Brierley Hill Area Committee 2nd July 2009**

ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Lynn Boleyn Dave Tyler	13.3.09	Amblecote House (Older People - Residential)	Members submitted a detailed report and summary of this to the AD. Members raised issues in relation to low staffing levels on occasions and decoration. Members felt the home to be very well run and residents were happy and comfortable.	Response pending

ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Lynn Boleyn Dave Tyler	12.3.09	Lower Gornal Centre (Learning Disabilities – Day Centre)	<p>Members presented a detailed report and summary acknowledging that the centre is to be replaced by a new building, but asking for some improvements to be made to the current facility.</p> <p>Members were very impressed with the running of the centre and the professionalism and caring nature of the staff.</p>	AD thanked members for their comments and updated them on the plans for a new building. The manager has already discussed some of the minor improvements with senior management.

ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Lynn Boleyn Dave Tyler	11.3.09	The Stourbridge Centre (Learning Disability – Day Centre)	Members prepared a detailed report and summary to the AD. Members noted that attention was needed to the kitchen ceiling (repair), but also that improvements and refurbishments were needed in a number of areas. Members were very impressed by the centre, the management and the staff and believe that the service users are very comfortable and happy. Members drew particular attention to the “exceptional sensory room”	AD thanked members for their positive comments. Specific actions will depend on the council's response to the Learning Disability Joint Review. The kitchen ceiling has been attended to.

ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Ena Blood Harry Nottingham	11.2.09	New Bradley Hall (Older People - Residential)	Members reported on the good quality of care provided by the home and the happiness of the residents. Members also passed on comments about improvements required including replacing metal windows and ground maintenance	AD thanked members for their positive comments. Members were assured that efforts were in place to allocate the necessary work to be undertaken.

ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Ena Blood Harry Nottingham	11.2.09	Pavilion Day Centre (Elderly Mentally Ill)	Members commented on the friendliness of staff and the quality of the environment within the Centre. Members were also impressed by the level of activities and the good rapport between staff and service users. Some maintenance issues were identified i.e. extractor fan in kitchen and heating in toilet. Concerns were also expressed about ongoing mid-day transport difficulties	AD thanked members for their positive report "that indicates that the centre continues to be well run and the staff continue to provide well for the service users in a way that reflects their individual needs" Specific physical improvements have been noted, but these will need to be agreed by the Health Authority who also use the building. Conflicting demands on transport were acknowledged, however, use of public transport is seen as beneficial for some service users in maintaining their independence.

CHILDREN'S ESTABLISHMENTS : first programme of visits

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Rachel Harris Mohammed Hanif (from Stourbridge Committee)	26.11.08	Maitland Road	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. Concern also expressed about planned zebra crossing outside of home and the impact this will have.	AD thanked members for their report. Issue of impact of zebra crossing and possible solutions are being discussed
Rachel Harris Mohammed Hanif (from Stourbridge Committee)	26.11.08	Adshead Road	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.	AD thanked members for their report and the positive comments that they had made. Members were assured that monies have been identified for both the garden fence and bathroom work .

CHILDREN'S ESTABLISHMENTS : second programme of visits

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Rachel Harris Mohammed Hanif (from Stourbridge 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.	Assistant Director's response is pending