

APPENDIX 3**DIRECTORATE OF SOCIAL SERVICES – VISITS TO ESTABLISHMENTS OCTOBER 2003 – APRIL 2004****CENTRAL DUDLEY AREA COMMITTEE**

CENTRAL DUDLEY	Date of Visit	Establishment	Members Comments	Assistant Director's Response
J R Davies Ms J Foster	4 02 04	3 Maitland Road	Good interaction; service users get on with staff and staff feel support by managers within and outside the home. 1 Levels of pocket money. 2 Complaints log – possible administration change required.	Positive comments welcomed and will be shared with staff. 1 Pocket money – comparative rates with other local authorities. 2 Administration change to be discussed with Service and Unit Managers.
J R Davies Ms J Foster	4 02 04	Woodside Day Centre	Members commented on the friendly , helpful staff who encourage service users. 1 Unsafe fire door – unsafe brickwork 2 Inadequate disabled toilet 3 No disabled access at front entrance 4 Ceiling needs maintenance	Report acknowledged and responses to issues addressed. 1 Action taken to secure completion of brickwork. 2 & 3 Disabled toilet and access being addressed as a priority. 4 Ceiling was treated 3 years ago – further repair work being progressed.

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J R Davies Ms J Foster	4 02 04	Russells Court	Visit not undertaken as staff fully occupied with residents. To be rearranged.	Circumstances of staff shortage acknowledged by Assistant Director. Post being readvertised (previous applicants were not of appropriate standard.) Senior Managers monitoring home until post is filled.
J R Davies Ms J Foster	26 3 04	Queens Cross Centre	Members positive comments on number of activities and collaboration with other centres. New member of staff felt there was a good atmosphere. 1 Safety check records need to be filed. 2 PAT certificate needs to be located.	Following visit to the Centre, AD responded to findings and progress since the December 2003 visit. 1 and 2 - dealt with and rectified. Progress on areas of refurbishment.
J R Davies Ms J Foster	26 3 04	Grange House	Members commented on the quality of care being very good – service users being assisted to live independently. 1 Some refurbishment required.	Pleased to read the positive comments on the care of the residents. 1 Areas of refurbishment to toilets raised also by NCSC. Building Surveyors to undertake feasibility study.

CENTRAL DUDLEY	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Mrs L Coulter Mrs M Aston	4 12 03	Adshead Road	Members commented that the Interaction between service users/young people and staff/management was very good. Planning application to extend property to take 3 young people.	Positive report acknowledged with thanks.
Mrs L Coulter Mrs M Aston	4 12 03	Queens Cross Centre	<p>Members made positive comments on the quality of care and noted that service users were very happy with the opportunities open to them.</p> <p>1 New Curtains required.</p> <p>2 Urgent Health & Safety requirements (Fire exits)</p> <p>3 Maintenance issues – fencing and windows</p>	<p>Pleased that Members were able to be complimentary regarding the quality of care that the staff are providing and that service users seemed very happy with the service and the opportunities open to them.</p> <p>1 Funding available for curtains and to refurbish dining area.</p> <p>2 Fire exit work this financial year. Emergency exit remains outstanding.(Needs major capital investments).</p> <p>3 Other maintenance issues to be included in Borough's programme.</p>

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Mrs L Coulter Mrs M Aston	1 4 04	Woodside Day Centre	Members commented on the good quality of care and the opportunities for service users. However, would like more space to do other things. 1 Staff Training needs addressing 2 Maintenance work required – some urgent 3 Poor disabled toilets 4 Maintenance work required on staff offices 5 ICT work required .	Pleased to receive the positive comments on the care of the service users. Specific issues addressed. 1 Some difficulties with training impacting on rotas and work patterns. 2, 3 and 4 Still a number of outstanding issues (as previous visit in February 2004) 5 Sockets ordered. The PC's although needing updating provide a satisfactory service.
Mrs L Coulter Mrs M Aston	1 4 04	3 Maitland Road	Members commented on quality of care for service users – very good – couldn't be better. 1 Would support manager to purchase lockable vertical tambour.	Thank you for undertaking the visit and the positive comments about the standards of care. 1 Purchase in hand for lockable cabinets.