

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
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

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
Pavilion Day Centre (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
Lower Gornal Centre (Learning Disability) 41 Holloway Street West Lower Gornal DY3 2EF	Gornal	North Dudley
The Stourbridge 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
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
14 St James's Road Dudley DY1 3JD	Castle & Priory	Central Dudley

**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. Elected Members will:

- 3.1. Be nominated by Area Committees to carry out the visits to Social Care establishments. To assist Members it is noted here that nominations are not requested or expected from Cabinet members to carry out these particular visits, this is due to keeping the executive responsibilities of the Cabinet Member separate from the scrutiny role involved in the Member Visit programme.
- 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 & Resources 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 & Resources 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 & Resources Unit for circulation to Members.
- 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 & Resources 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 Member 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 children's 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 Member 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 of establishments managed by joint agencies i.e. Adult Community Housing Directorate together with the Primary Care Trust.
 - 5.8.4 Details of the Officer and Deputy in charge.
 - 5.8.5 Contact details for each establishment
 - 5.8.6 In the case of children's establishments, confirmation of the period 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 Services] is informed where Members have not been able to undertake the requested visits to children's establishments.
- 5.14 Ensure that where relevant, Member comments are passed to Technical Support Services or where appropriate the Property and Capital Steering Group.
- 5.15 Ensure that Member 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
Directorate of Children's Services**

**Member Visits to Social Care Establishments October 2008 – April 2009
Halesowen Area Committee 1st July 2009**

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	<u>Date of Visit</u>	Name of Establishment	Member Comments	Assistant Director's Response
David Vickers Alan Taylor	3.3.09	Brett Young Day Centre (Older People)	<p>Members commented that users were very happy and contented. Various games and equipment were available and a link with Dudley College was being reinstated. Staff were happy.</p> <p>Members commented that a handrail at the front of the building would be useful and windows in the front of the building needed replacing.</p> <p>Members also commented on passing traffic using the service road that the centre is situated on.</p>	<p>The Assistant Director thanked members for their very positive feedback, particular attention was drawn to the initiative which has seen links with the college established under the Borough Strategy for Older People.</p> <p>The physical issues referred to have been referred on for further consideration and attention</p>

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	<u>Date of Visit</u>	Name of Establishment	Member Comments	Assistant Director's Response
Ray Burston Jennifer Dunn	<u>6.3.09</u>	Russell Court	<p>Members commented that residents and their relatives were happy and that staff are caring and encouraging towards residents. Members also commented that good links exist with the local community</p> <p>Members commented on the high service standards, design and maintenance of the home.</p> <p>Members commented on ongoing staff training in dementia issues which continue to improve the quality of care on offer.</p> <p>Members expressed some concern at reliance on agency staff.</p> <p>Comments were also made by staff about the adequacy of the transport available.</p> <p>"Russells Court remains an outstandingly welcoming environment. It is a credit to the DACHS managers and staff who work so hard to keep it that way".</p>	<p>The Assistant Director thanked the Members for their report and commented on the importance of the Members visits programme in scrutinising services offered. The Assistant Director shared the members enthusiasm for the standards within the home and the innovations that have been seen there.</p> <p>The Assistant director informed Members that she would be forwarding the comments made to the relevant Manager.</p>

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	<u>Date of Visit</u>	Name of Establishment	Member Comments	Assistant Director's Response
David Vickers Alan Taylor	3.3.09	Rowan Lodge (Older People – Day Centre)	<p>Members reported that service users appear happy and contented. Good evidence of staff working well with service users and supporting carers. Day trips are organised as well as indoor activities. Staff were enthusiastic.</p> <p>Comment was made about limited space at the centre.</p>	<p>Members were thanked for their report. AD offered assurance re space which is well managed by carefully planning its use through the week.</p>

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Jeff Hill</p> <p>Gaye Partridge</p>	27.2.09	<p>Shenstone (Older People - Residential)</p>	<p>Members commented on the high level of training for staff, and the friendly and relaxed attitude of the staff. Concern was expressed about a particular issue concerning staffing. Comments were also made about the poor level of repair of some rooms.</p>	<p>AD thanked members for their comments, citing the much higher than the national standard of staff achieving NVQ level 4. Comments about décor have been acknowledged and will be addressed as funds allow.</p>
<p>Jeff Hill</p> <p>Gaye Partridge</p>	19.3.09	<p>Hill House (Mental Health – Day Centre)</p>	<p>Members commented positively on the commitment of the staff and the range of activities and therapy available to service users.</p>	<p>AD thanked the members for their comments and clarified some queries relating to the setting and maintenance of the centre.</p>

CHILDREN'S ESTABLISHMENTS : first programme of visits

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Ray Burston Jennifer Dunn		Family Assessment Centre	This visit did not take place as the home had only recently been visited. See details below.	Not applicable

CHILDREN'S ESTABLISHMENTS : second programme of visits

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
David Vickers Alan Taylor	3.3.09	Family Assessment Centre	Members reported positively on the Centre. Members noted that the centre can assess two families on a residential basis at a time and would like to see the facilities expanded to accept more families. All records and logs were in place and were inspected.	AD thanked members for their positive report; expanding the Centre has been considered and thought is being given to meeting the costs of this through the existing budget.