

Mystery shopping by Nigel Smith Expert by Experience

Health centre

Things that were good

- Receptionist was helpful and clearly explained how a person could register at the practice and offered support to fill in the form.

Things that need to improve

- The leaflets were very messy and not easy to see what was available
- The toilets were locked

Job Centre

Things that were good

- The location in the centre and clear to see

Things that need to improve

- The reception area is quite small and I felt uncomfortable with security guards, receptionist and other people all so close.
- They had no leaflets available to me about getting a job and the receptionist wrote a phone number down and said to phone the number and make an appointment and that would help me.

Library

Things that were good

- Location in the centre
- Lots of things available like talking books, books in different languages, books with large print, CDs, DVDs, leaflets, posters with information, computers and newspapers. All clearly labelled.
- Staff very helpful
- Open late one evening due to public demand.

Things that need to improve

- Not much information available about services for people with learning disabilities- staff printed off 2-day centre names with phone numbers and a contact for adult placement.
- Need more leaflets about services and in easy read.
- The lift location is hidden and have to have library staff support you in the lift- I think this may put people off wanting to come in as its not very welcoming.
- Only one toilet for both men and women
- No changing room
- Having to ask for the adaptive equipment for the computer- why can't it already be plugged into a computer?

Website

Things that were good

- Information about the joint review.
- The Learning Disability Partnership Board minutes and in easy read.

Things that need to improve

- Not very much information about services for people with learning disabilities
- Pages I look at were not in easy read

The Dell Stadium

Things that were good

- Lots of leaflets about all leisure centres in Dudley and what they offer.
- Staff very friendly and gave me a tour.

Things that need to improve

- It is not used by many disabled people
- No bus stops very near
- No changing room for people who use wheelchairs
- People who use wheelchairs can't access the spectators area
- I thought this stadium was very underused and should be used a lot more by people with learning disabilities.

Crystal Leisure

Things that were good

- Staff very friendly and gave me a tour
- Used different colours and pictures to show where things were
- Lots of things on offer and I was assured people can access any of the activities. Have a hoist for the pool, a pool with a gradual decline and also can adapt gym equipment for different types of disability.
- The key that is used in the gym for the machines that has your programme programmed in I thought was an excellent idea and also being able to use it at other leisure centres.
- Location great

Things that need to improve

- Disabled toilets and changing rooms were locked and have to ask staff each time to unlock it- I think this is unfair.
- Only 1 disabled changing bed facility.
- The main pool closes at 8pm most evenings.
- To apply for the Options Leisure Card, although great idea, the form to fill in was not in easy read.

Dudley Leisure centre

Things that were good

- Staff very helpful and gave me a tour of the centre.
- People with learning disability using the centre.
- Good range of activities- have a hoist for the pool and the gym also has lots of machines people can use.

Things that need to improve

- The opening times for the pool- people should be able to access the pool in the evenings and weekends.

Stourbridge centre

Things that were good

- Staff friendly and helpful

Things that need to improve

- Very large centre
 - It felt very old fashioned- it was like a school with timetable and timetables running September to July.
- Not enough staff for people to access the community

- College courses being provided in the centre- why can't people go to college?
- I felt they had too many people compared with the staff and people didn't get the opportunity to interact and be stimulated.