

Directorate of Adult, Community and Housing Services and Directorate of Children's Services
Visits to Social Care Establishments OCTOBER 2006 – APRIL 2007

Stourbridge Area Committee
18 June 2007

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Peter Lowe Adrian Turner	28 Feb	Brett Young Day Centre (older people)	Councillors spoke to a number of service users who all stated their satisfaction and were genuinely happy. The opportunities for service users to continue with Art and IT courses needs continued support (The centre won a life-long award in 2006 for its work with Art). All issues raised in last year's report had been addressed. Some maintenance required on windows and paving slabs and an area of carpet.	AD thanked Councillors for their positive report which indicates that the manager and staff team continue to provide well for the service users. Work identified on the premises has been included on the Property database which is used to inform the Capital Bid programme for 2007/8.

Appendix 3

Stourbridge Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Peter Lowe Adrian Turner	28 Feb	14 St James's Road (children)	Children were at school at the time of the visit. Councillors observed that the staff appeared to be friendly, happy and motivated to looking to options to enhance the experience of the children concerned. Newly refurbished building and staff are pleased with the result. Questioned the need for radiator covers. Staff morale improved with the new staffing structure, eliminating the need for agency staff .	AD thanked Councillors for their positive report and that the matter of the outstanding radiator covers will be brought to the attention of the Head of Service.
Colin Wilson Alan Taylor (H'owen AC))	12 Mar 2007	Russell Court (older people)	Councillors observed a very homely atmosphere and all residents spoken to were very happy and delighted with the service given. There was a good rapport between staff and service users. Layout of building excellent, very clean and tidy. No complaints had been received.	AD pleased that Councillors found the service users happy with the service provided at Russell Court and thanked them taking the time to visit the home, helping support the very important work of monitoring standards and improving quality of services.

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Colin Wilson Alan Taylor (H'owen AC)	12 Mar 2007	The Poplars (elderly mentally ill)	Councillors observed interaction between staff and residents as first class. The residents are kept involved in plenty of activities and those spoken to appeared to be quite happy and sociable. Decoration was in progress. A refurbished bathroom is required to comply with health and safety.	AD thanked Councillors for such a positive report. The service manager will be liaising with the Health Estates Manager (shared building with Health) and DACHS Asset Manager to try to come up with some 'matched funding' to support a capital bid to refurbish the bathroom.
Colin Wilson Alan Taylor (H'owen AC)	12 Mar 2007	Parkes Street (children)	Councillors spoke to two young people who were happy with the accommodation and also pleased with the high standard of meals. Councillors observed caring and totally committed staff. Could not find fault with the purpose built premises and impressed with the kitchen and the quality of food.	AD thanked Councillors for a positive report and for undertaking the visit. Positive observations will be passed on to staff the Service Manager.

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Mike Attwood Alan Taylor (H'owen AC)	8 Mar 2007	New Bradley Hall (older people)	Councillors observed very happy and contented service users, caring staff and good interaction between staff and service users. Councillors noted that agency staff have to be employed regularly. Some maintenance problems ie replacement of old metal windows. Problem with drainage/surface water going into boiler house.	AD thanked Councillors for carrying out the visit and for their positive comments. The replacement of the old metal windows has cost implications but will be assessed again. Remedial work has been carried out regarding the water issue and will be monitored.
Mike Attwood Alan Taylor (H'owen AC)	8 Mar 2007	Family Assessment Centre (children)	Councillors unable to get views as there were no service users present. Observed good staff morale, a pleasing living environment, well decorated and maintained. There is a lack of space and working area for staff and sharing kitchen with residents not good. Some maintenance work required on upstairs windows.	AD thanked Councillors for their report and noted the comments to improve facilities at the Centre. The Service Manager is recommending increasing the capacity at the Centre to accommodate another family. This should address the improvement concerns highlighted by Councillors.