

DIRECTORATE OF SOCIAL SERVICES – VISITS TO ESTABLISHMENTS NOVEMBER 2004 – APRIL 2005
Brierley Hill Area Committee 7 July 2005

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Geoffrey Southall David Blood	1 March 05	Grange House	Service users find staff helpful especially with wide age group. Residents have opportunities for visits to outside sites. Refurbishment (outlined in 2004) not yet been carried out. Concern that the building is not suitable for the residents long-term.	Significant improvements made to Grange House short term to encourage residents to have a greater degree of independence. Longer-term arrangements for tenancies of own homes in conjunction with the Housing Association (work to begin by the end of 2005)
Geoffrey Southall David Blood	15 March 05	Russell Court	All residents are very happy with all staff, facilities and food. Problem with the car park being used in the evenings by cars and motor cycles resulting in damage to cars.	Positive comments will be passed on to staff. Various options being looked into to reduce the problems with the car park area.

Appendix 3

Geoffrey Southall David Blood	19 April 05	Roseville Day Centre	Excellent – All users are very pleased with both staff and activities. Bathroom facilities should be completed by Summer 2005. Alternative road markings could be considered to make it easier for drivers turning out.	SSD has put in Capital Bid request for improved access to the day centre. Success of this bid will depend on priority ratings etc.
Geoffrey Southall David Blood	26 April 05	Adshead Road	All 3 residents were out on courses so unable to comment on interaction between service users. Care/opportunities for service users appeared to be excellent. Premises recently refurbished, very clean and very presentable. Issue of place for signature on the Safety Checks Register.	Positive comments acknowledged and will be passed on to staff and unit manager. The service manager addressed the issue of the signing of the Safety Register and this will be put into place.
Graham Debney Dave Tyler	27 Jan 05	Rowan Lodge (within Shenstone)	A kind, caring unit with good opportunities for exercise, help with chores, etc. Service users very happy.	Member of staff suitably qualified to support individuals with gentle exercise to keep them mobile.

Appendix 3

<p>Graham Debney Dave Tyler</p>	<p>27 Jan 05</p>	<p>Shenstone</p>	<p>All residents seen were very happy with their surroundings. A caring community feel to the whole building. Concerns about security – unlimited access to the whole grounds. Risk Assessment – could there be a more generic risk assessment protocol.</p>	<p>Senior manager will discuss issues regarding security with the Manager at Shenstone. Arrangements in hand to simplify the risk assessment process but are kept under review with Health and Safety Division to minimise the work required to complete them.</p>
<p>Graham Debney Dave Tyler</p>	<p>27 Jan 06</p>	<p>Audnam Centre</p>	<p>All users occupied and happy. Good banter with staff and other users. Opportunities organised for service users. Concerns about the fire exits onto the side road still an issue and wooden windows need replacing. A major refurbishment is needed.</p>	<p>Specific issue of fire exits address. Discussions taken place with Fire Service. Identified that fire exits not a now a problem.</p>