

**Directorate of Adult, Community and Housing Services
Directorate of Children's Services**

Member Visits to Social Care Establishments October 2007 – April 2008

North Dudley Area Committee 25 June 2008

ADULT ESTABLISHMENTS

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director Response
Tim Wright David Simms	Visit not carried out	Glebelands (Learning Disability)		
Doreen Ameson Julian Ryder	27 March 08	Wallbrook House (Older People)	Members spoke to a number of residents who were very happy with the home and found the staff to be very pleasant. Members commented that the premises were in need of a little decoration.	Members sent the report of their visit to the contact officer. Regrettably however, the report was not received. Members very helpfully provided a replacement copy. To reassure Members that their visits and reports are very important and in view of the fact that this happened on two occasions this year, in 2008/09 Members will receive addressed envelopes for the reports to be returned to, as an aid to reducing the risk of this occurring again. The Assistant Director thanked Members for their visit and the positive comments which will be passed on to staff.

Doreen Ameson Julian Ryder	17 March 08	Hill House (Mental Health)	Members provided positive comments from service users and staff. Some concern that staff were not aware of location of one of the record books. Also concern that the bathroom needed some improvements.	The Assistant Director thanked Members for their report. The service manager is making sure that the complaints log book is accessible and complete. The Health Estates Management Team will be addressing the issues raised about bathing facilities as Hill House is situated within a Health Building.
-------------------------------	-------------	-------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CHILDRENS ESTABLISHMENTS

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director Response
Tim Wright David Simms	Visit not carried out.	Tipton Road (Children)		
Doreen Ameson Julian Ryder	6 Dec 2007	Parkway Road (Children)	Members did not see any service users at this visit. Two agency staff were on duty at the time. A key was not available to view the	Members sent the report of their visit to the contact officer. Regrettably however, the report was not received. Members very helpfully provided a replacement copy. To reassure Members that their

			<p>complaints log book.</p>	<p>visits and reports are very important and in view of the fact that this happened on two occasions this year, in 2008/09 Members will receive addressed envelopes for the reports to be returned to, as an aid to reducing the risk of this occurring again. The Assistant Director thanked Members for their report. The home had been opened up for a short time to work with a couple of young people and would be closing shortly. Agency staff are only used as a last resort. The issue of the locked cupboard has been addressed.</p>
--	--	--	-----------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------