

Halesowen Area Committee 3 July 2007

Joint Report of the Director of Adult, Community and Housing Services and the Director of Children's Services

Progress of Elected Member Visits to Adult and Children's Social Care Establishments 2006/7

Purpose of Report

1. To provide the Committee with information about the progress of visits to Adult and Children's social care establishments undertaken by Members during 2006/7 and to inform Committee about actions taken in response to Member comments.
2. To seek nominations from the Committee for Members to carry out visits to Social Care establishments during 2007/08.

Background

3. Each Area Committee nominates pairs of Members who are willing to undertake visits to Adult and Children's Social Care establishments. A list of residential and day care establishments for adults and children across the Borough is attached as Appendix 1.
4. The purpose of the visits is to assist Members in reviewing the residential and day care service delivery to Adults in establishments managed by the Directorate of Adult Community & Housing Services and to Children in establishments managed by the Directorate of Children's Services
5. The visits also assist Members in fulfilling their role as Corporate Parents of Looked After Children.
6. All Members participating in the rota of visits must have received training in the role and satisfactory Criminal Records Bureau clearance.
7. Training to assist the process for 2007/8 will be arranged and provided to Members.

8. The rota process and the delivery of training is managed within the Policy, Performance & Resources Unit of the Directorate of Adult, Community & Housing Services. Over a period of time Members have made suggestions to improve the process and these have been incorporated into the Protocol determining the responsibilities of Members and officers. The Protocol is attached as appendix 2.
9. Staff of the Policy, Performance & Resources Unit provide Members with
 - a copy of the Protocol for Members and Officers
 - a schedule of visits to be undertaken during the period
 - a reminder of scheduled visits to establishments
 - a proforma for completion at each visit
 - background information about each establishment, in terms of purpose and staffing
 - a copy of the comments made by Members on the previous visits.
10. Members completed proformas are sent to the relevant Assistant Director for comment and response. Appendix 3 provides details of the visits carried out by Members of the Halesowen Area Committee and the response provided by the relevant Assistant Director.
11. Examples of issues arising and specific action taken in response to Members comments:- Please refer to appendix 3 for full details
 - In total there were eleven individual establishments for nominated Members to visit between September 2006 and April 2007. Ten out of the eleven visits were carried out.
 - A consistent message from all visits carried out was that of a positive relationship between service users and staff and a welcoming environment.
 - Members observed excellent working relations between service users and staff at the Family Assessment Centre. Excellent outside activities encouraged. Office space is cramped and currently staff share kitchen with residents. Staff need their own facilities. Assistant Director thanked Members for their positive comments. The Service Manager is recommending a major extension to the building which would provide the additional facilities identified by Members.

- Members observed only six service users present at Rowan Lodge Day Centre, relaxing after morning activities. A range of activities available, sharing some costs with Shenstone Residential Home. Difficulties in procuring transport (due to general staff shortages) for supporting community-based activities. Assistant Director thanked Members for a positive report. The in-house social care transport continues to support the meals-on-wheels service. However a vehicle has been identified (sharing with two other day services) to support the community work of the area and three staff at Rowan are undertaking driver assessments.
12. There are no immediate financial implications from this report. The programme of Member visits can continue to be provided from within existing resource allocation.
 13. On occasion, Member comments and recommendations will have additional cost implications. These are forwarded in the first instance to the Technical Support Services and where appropriate to the Property & Steering Capital Group for consideration.

Law

14. Members' visits to Social Care establishments assist in meeting some of the relevant requirements of the Children Act 1989 and the Care Standards Act 2000.

Equality Impact

15. The visits to establishments are intended to assist officers in ensuring that services are delivered in a fair, equitable and service user focused manner. The visits provide opportunities for Members to consult with a wide ranging group of people with varied needs, abilities, disabilities, age, gender and ethnicity.

Recommendations

16. That Members consider and comment on the information contained in this report and attachments.

17. That Members make further nominations from Committee for participation in the rota for the year 2007-2008.

A handwritten signature in black ink that reads "Linda Sanders". The signature is written in a cursive style with a large, looping initial 'L'.

Linda Sanders
Director of Adult, Community & Housing Services

A handwritten signature in black ink that reads "John Freeman". The signature is written in a cursive style with a large, looping initial 'J'.

John Freeman
Director of Children's Services

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DUDLEY METROPOLITAN BOROUGH

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
Arcal Lodge (Older People) Arcal Street Sedgley DY3 1TG	Upper Gornal & Woodsetton	North Dudley
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
Grange House (Learning Disability) Parkway Road Dudley DY1 2QA	St James's	Central Dudley

Adult Day Care Establishments

Adult Day Care and Addresses	<u>Ward</u>	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
The Poplars (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 Mere 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
Parkway Road 12A Parkway Road Dudley DY1 2QA	St James's	Central Dudley
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
Rydal 14 St James's Road Dudley DY1 3JD	Castle & Priory	Central Dudley

DUDLEY METROPOLITAN BOROUGH

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. It replaces the protocol previously agreed in February 2002. Elected Members will:

- 3.1. Be nominated by Area Committees to carry out the visits to Social Care establishments.
- 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.

4 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 and Directorate of Children's Services
Visits to Social Care Establishments OCTOBER 2006 – APRIL 2007

Halesowen Area Committee
3 July 2007

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Hazel Turner Jill Nicholls	24 Oct 2006	Glebelands (learning disability)	Service users encouraged to take up opportunities within the community. Observed excellent interaction between service users and staff. Hope that further funding is forthcoming to enable work to enhance the garden to continue.	AD thanked Councillors for a positive report. The partnership with CHADD is successful and people who live at Glebelands are helped to move into their own homes in the community, thus freeing up residential places. Exploring ways to access further funding for the garden.
Hazel Turner Jill Nicholls	24 Oct 2006	Family Assessment Centre	Observed excellent working relationships between service users and staff. Excellent outside activities encouraged. Office space is cramped and currently staff share kitchen with residents. Staff need their own facilities.	AD thanked Councillors for their positive comments. The Service Manager is recommending a major extension to the building which would provide the additional facilities identified by councillors.

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
John Woodall * Lesley Faulkner Jennifer Dunn	4 Dec 2006	Brettel Lane Day Centre	Councillors observed a happy, settled environment and very positive interaction between service users and staff. Plenty of opportunities available with waiting list for a relaxation group. A number of matters requiring repair or maintenance identified and some fire exit doors need attention.	AD thanked Councillors for such a positive report.. Dudley Property Consultancy had been made aware of the premises and environment issues and these will be prioritised within the financial resources available, or via the yearly capital bids process. Work on gardens, with the aid of colleagues, has resumed and should be completed in time for spring.
John Woodall* Lesley Faulkner		Lower Gornal Centre (learning disabilities)	Visit did not take place due to unforeseen circumstances.	
Lesley Faulkner Alan Taylor	22 May 2007	Adshead Road (children)	Councillors spoke to young people at Adshead who said they were very happy and looking forward to camping trip to Devon. Young people also appreciated the life skills training they received at Adshead. Councillors credited the young people and staff and found it a very welcoming and enjoyable visit and said that the dedication of staff should be applauded.	AD thanked Councillors for the very positive comments in their report about the provision which is offered to young people at Adshead Road. DACHS are very positively supporting the request for an additional 1/2 bed flat to enable young people to move on and it is felt that this would be a really good extension to the availability of accommodation for young people.

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Ray Burston Jennifer Dunn	26 Jan 2007	New Swinford Hall (respite/ rehabilitative care for older people)	Councillors observed friendly staff, well-acquainted with residents. Users appeared immensely grateful for the expert care they receive. Staff have put in place an impressive infection-control regime to fight bugs like MRSA. An excellent building.	Councillors did not require a response from the AD.
Ray Burston Jennifer Dunn	26 Jan 2007	Rowan Lodge Day Centre (older people)	Councillors observed only six service users present, relaxing after morning activities. A range of activities available, sharing some costs with Shenstone Residential Home. Difficulties in procuring transport (due to general staff shortages) for supporting community-based activities.	Councillors thanked for a positive report. The in-house social care transport continues to support the meals-on-wheels service. However a vehicle has been identified (sharing with two other day services) to support the community work of the area and three staff at Rowan are undertaking driver assessments

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Ray Burston Jennifer Dunn	26 Jan 2007	Maitland Road (children)	Councillors chatted to a young person who was satisfied with both the staff and the care regime. Staff and young people appear to interact well. However councillors did have concerns for care worker's safety following recording of incidents in the sanctions book not being followed up with appropriate forms. Staff require funding to refurbish the dining room and in particular to replace old carpet.	AD thanked Councillors for their positive report. The concerns regarding the recording of incidents will be raised at a Unit Manager's meeting to ensure consistency of reporting and clarify for staff about what incidents should be noted and recorded. The funding for the replacement carpet has been agreed.
Alan Taylor Colin Wilson (St'bridge)	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.

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Alan Taylor Colin Wilson (St'bridge)	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.
Alan Taylor Colin Wilson (S'bridge)	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.

* Councillor Woodall has been incapacitated and unable to carry out visits for this rota.