

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

**Brierley Hill Area Committee**  
**5 July 2007**

| <b>Brierley Hill Area Committee Councillor Pairings</b> | <b>Date of Visit</b> | <b>Name of Establishment</b> | <b>Member Comments</b>   | <b>Assistant Director's Response</b>  |
|---|----------------------|------------------------------|--|---|
| David Blood<br>Harold Nottingham                        | 31 Jan 2007          | Shenstone (older people)     | Councillors observed happy, content, well cared for residents and excellent quality of interaction between service users and residents. Noted improvement in office area and a roll-on programme of decoration in progress.    | AD thanked Councillors for undertaking the visit and for the positive comments which would be passed on to staff.   |
| David Blood<br>Harold Nottingham                        | 31 Jan 2007          | Tipton Road (children)       | Children were at school when Councillors visited. However, three members of staff spoken to advised that the children were happy. Councillors were extremely impressed with all aspects of the home and wanted to congratulate | AD thanked Councillors for undertaking the visit and for the positive observations of the unit. The message will be conveyed to relevant staff concerned. |

|   |   |  | all members of staff for the high standard of care at the home.  |   |
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| <b>Brierley Hill Area Committee Councillor Pairings</b> | <b>Date of Visit</b>  | <b>Name of Establishment</b>                           | <b>Member Comments</b>   | <b>Assistant Director's Response</b>  |
| Lynn Boleyn<br>Dave Tyler                               | 1 Mar 2007  | Queens Cross Network (physical & sensory disabilities) | Councillors observed a very warm feel at the Centre and the service users very happy. Interaction between service users and staff is good and service users are consulted on all aspects. Noted lots of nice compliments recorded in the log. Some repair/maintenance work outstanding from last visit particularly worsening of kitchen windows. A number of areas require attention following this visit including toilet refurbishment. | AD thanked Councillors for such a positive report. All items identified for repair or maintenance work have been presented to the Capital Bids process in 2005/6 and 2006/7 and will be presented again in the 2007/8 process. The reception picture window is to be funded from the Unit's budget. A request via the DDA route is in hand for new replacement automatic doors. |
| Lynn Boleyn<br>Dave Tyler                               | No visit this rota as building temporarily closed. (pending re-opening) | Parkway Road (children)                                |  |   |

