

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

Member Visits to Social Care Establishments October 2007 – April 2008

**Halesowen Area Committee
2 July 2008**

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director Response
Ray Burston Jennifer Dunn	25 Jan 08	Lower Gornal Centre (Learning Disability)	Members met several of the service users on their visit. Members commented how professional staff members were in their dealings with the services users. Members commented on the welcoming ambience that Lower Gornal offers to its clients. Members understand that Lower Gornal Centre will be replaced with a new build within the next two/three years.	The Assistant Director thanked Members for their positive report. Members had raised issues regarding the transport facilities, physiotherapy project and costings for a new hoist. These were addressed and information/solutions provided by the Assistant Director. A fully representative project group has been set up to work on the design of the new build, and will ensure that all stakeholders feel involved in developing services for the future.

Appendix 3

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director Response
Ray Burston Jennifer Dunn	25 Jan 08	Russell Court (Older People)	Members provided a very favourable report and noted that each resident has a nominated key worker responsible for getting to know their likes and dislikes. Members commented that the building still retains its good looks despite being open for 17 years.	The Assistant Director thanked Members for their report and was pleased that Members found the service users happy and would ensure that their comments about the caring staff are passed on to Russell Court staff.
Alan Taylor Lesley Faulkner	7 April 08	Tiled House	Members provided a positive report and found service users very happy in their environment, comfortable and settled.	The Assistant Director recognised the importance of the opportunity for residents and staff to meet councillors. The positive comments made regarding Tiled House will be passed on the staff.
Alan Taylor Lesley Faulkner	7 April 08	Woodside Day Centre	Members provided a positive report and found friendly, relaxed and comfortable interaction between staff and service users.	The Assistant Director thanked Members for their positive report and responded to their comments on the building issues and the referrals.

CHILDRENS ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director Response
Ray Burston Jennifer Dunn	25 Jan 08	Family Assessment Centre (Children)	Very positive report from Members on the care and quality of the work the assessment staff carry out with the families. Building appeared to be in good repair but staff would benefit from an extension onto the building.	The Assistant Director thanked Members for their comments. The service manager has submitted plans to extend the building when funding becomes available.
Alan Taylor Lesley Faulkner	13 March 08	Maitland Road (Children)	Members provided positive comments about the home and observed a very relaxed atmosphere and friendly banter between staff and the young people. Some refurbishment required within the home.	The Assistant Director thanked Members for their positive comments which will be shared with those concerned. Following Members comments a quote has been obtained for refurbishment of the kitchen.