

**APPENDIX 3**  
**DIRECTORATE OF SOCIAL SERVICES – VISITS TO ESTABLISHMENTS OCTOBER 2003 – APRIL 2004**

**NORTH DUDLEY AREA COMMITTEE**

<b>NORTH DUDLEY</b>	<b>Date of Visit</b>	<b>Establishment</b>	<b>Members Comments</b>	<b>Assistant Director's Response</b>
Ms D Ameson Ms A Millward	1 12 03	Roseville House Day Centre	Members commented that from what they saw, service users were very happy with the Centre and voiced that if the Centre was not there many would be left in their homes all day with little, or no, interaction with others. 1 Major concern – poor visibility on the footpath at the edge of the road (on a nasty bend) – would benefit from a speed camera. 2 Problem with security of the front door – this could be looked at.	To be added.
Ms D Ameson Ms A Millward	1 12 03	Wallbrook Residential Home	Members commented on the very good relationships – the care witnessed was very good. Very impressed with dedication of staff who had decorated the premises in their own time. 1 Bathroom needs attention – please advise re a new bathroom.	To be added.

<b>NORTH DUDLEY</b>	<b>Date of Visit</b>	<b>Establishment</b>	<b>Members Comments</b>	<b>Assistant Director's Response</b>
Ms D Ameson Ms A Millward	16 3 04	Bridge House	Members commented that the service users seemed happy and settled, that there is positive interaction between service users and staff. Quality of care appeared to be very good. 1 Major and only concern – the back patio area needs to be made safer for wheelchairs. (raised in February 2003). 2 A quote for new floor in kitchen has been obtained.	To be added.
Ms D Ameson Ms A Millward	9 3 04	Lower Gornal SEC	Members commented that everyone they spoke to seemed very happy and settled in their activities and that the opportunities for them were fantastic. ICT now in place. Very positive interaction between service users and staff. 1 Rail down slope is urgently required. Extremely dangerous. 2 Rotten window frames in the Bungalow – needs sorting.	To be added.
Ms D Ameson Ms A Millward	6 4 04	Rydal Childrens Home	Members commented that they had talked to a number of young people who stated they were very happy at Rydal. The young people were very friendly towards staff and vice versa.	To be added.