

**DRAFT**

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

**Appendix 3**

**Member Visits to Social Care Establishments October 2008 – April 2009  
Brierley Hill Area Committee Date 1<sup>st</sup> July 2010**

**ADULT ESTABLISHMENTS**

<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>
Cllr Edna Blood Cllr Peter Miller	27.10.10	<b>New Bradley Hall (Older People - Residential)</b>	Members commented that the quality of care offered to the residents was excellent and that everyone seemed to be happy and contented. Comment was made on the need to pollard trees in the grounds.	The Assistant Director thanked members for their positive comments and advised that she would pass these back to the care team and discuss the comments about trees with the Manager.

## ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr Edna Blood Cllr Peter Miller	20.10.10	<b>Pavilion Day Centre (Older People)</b>	Members observed that the service users were happy and contented and enjoyed varied activities at the centre. Members commented positively on the care offered by the staff and the relationship that existed between them and the service users.	The Assistant Director thanked Members for their positive comments

## ADULT ESTABLISHMENTS

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr Dave Tyler  Cllr Lynn Boleyn	31.3.10	<b>Tiled House (Older People – Residential Care)</b>	Members commented on difficulties that the home experienced in having the heating system repaired. Members were also concerned by problems experienced due to stray horses and criminal damage of mini buses and the impact these had on the residents. Members commented that the home was very friendly and comfortable and on the range of activities for the residents. Residents were reported to speak highly of the staff.	The Assistant Director thanked members for their visit stressing the importance of the visits by Councillors to establishments. The Assistant Director thanked members for their positive comments about the activities available to residents and the commitment of the staff. Members were informed that the heating system had been repaired later on the day of their visit. Mini - buses are no longer parked on the drive, making the premises safer and staff are fully aware of whom to contact if stray horses are seen again.

**CHILDREN'S ESTABLISHMENTS : first programme of visits**

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Cllr Rachel Harris</p> <p>Cllr Dave Tyler</p>	15.12.09	<b>Parkes Street</b>	<p>Members spoke highly of the interaction between service users and staff who were described as very enthusiastic and promoting a caring atmosphere with good opportunities. Members commented positively on the Management of the home.</p> <p>Members asked that the lack of CCTV at the front entrance of the building be attended to urgently. Members also commented that heating for the unit was controlled centrally rather than from within the unit.</p>	<p>The Assistant Director thanked members for their positive comments and them that the possibility of CCTV was being explored and that there were mechanisms for overriding the heating system</p>

**CHILDREN'S ESTABLISHMENTS: first programme of visits**

Brierley Hill Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr Lynn Boleyn  Cllr Rachel Harris	8.12.09	<b>Adshead Road</b>	Members commented positively on the relaxed nature of the home whilst also observing that there was a strictly structured routine in it. Members also commented on the support that continues to be offered to the young people when they leave Adshead Road.	The Assistant Director thanked Members for their visit and their positive comments and expanded on the various levels of support provided to the young people to help them move towards independent living and help this transition be more successful.

**CHILDREN'S ESTABLISHMENTS : second programme of visits**

<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>
Cllr Edna Blood  Cllr Peter Miller	10.3.10	<b>Tipton Road</b>	Members commented positively on the variety of communication systems available in this home for young people who have learning disabilities. Members advised that they were pleased with the physical environment and commented on recent improvements that had been made.	The Assistant Director thanked members for their visit and for their positive comments regarding the excellent standards of care which is provided at the home. The Assistant Director commented that the Members comments were also reflected in the recent Ofsted inspection which rated the home as 'outstanding'.