

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

Appendix 3

**Member Visits to Social Care Establishments October 2010 – April 2011
North Dudley Area Committee Date**

ADULT ESTABLISHMENTS

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr. Tim Wright & Cllr. Doreen Ameson	2 nd March 2011	New Bridge House	Members commented positively on the care provided to residents, but queried whether the number of staff on duty was excessive. Members queried some elements of record keeping within the home and the appropriateness of having an unguarded stairway which vulnerable old people could access without impediment.	The Assistant director thanked Members for their positive comments concerning the atmosphere within the home. The Assistant Director clarified that the number of staff on duty was consistent with the needs of the residents and the remit of the home. Issues of record keeping have been referred to the home manager for their action. The Assistant Director commented that the home's remit is rehabilitation and the stairway is used for assessment and practice prior to a return home.

ADULT ESTABLISHMENTS

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr Julian Ryder & Cllr. David Caunt	6 th December 2010	Roseville Day Centre	<p>Members commented very positively on the quality of care, interaction between service users and staff who were prepared "to go beyond the confines of of the centre to ensure the well being of the users"</p> <p>Members commented positively on the standard of the Centre's surroundings, but stated that the craft room required urgent attention to bring it to the standard of the rest of the centre.</p>	<p>The Assistant Director thanked Members for their visit and positive comments acknowledging the efforts that have been made to refurbish the Centre to a high standard in recent years.</p> <p>Members were advised that there is an ongoing bid for improvements to the craft room, which are being presented to the property steering group for consideration along with other requests across the Council.</p>

CHILDREN'S ESTABLISHMENTS : first programme of visits

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr Julian Ryder & Cllr. David Caunt	6 th December 2010	Tipton Road	<p>Members met with two service users who were present at the time of their visit and commented positively on the care provided to them and their response to this. Members commented that "staff seem to go the extra mile to accommodate the needs of residents" describing Tipton Road as a very well run home.</p> <p>Members raised concerns about the presence of a number of overhanging trees around the building</p>	<p>The Assistant Director thanked Members for their visit and positive comments.</p> <p>Members were advised that the trees had been pruned.</p>

CHILDREN'S ESTABLISHMENTS : second programme of visits

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr. David Caunt & Cllr Julian Ryder	9 th March 2011	Tipton Road	<p>Members commented positively on the quality of care, describing this as "excellent on all counts". Staff were described as being extremely aware of individual needs and extremely competent.</p> <p>The previous Members visit had identified problems with overhanging trees; Members commented that this has now been addressed.</p> <p>Members raised the possibility of the home obtaining its own minibus.</p>	<p>The Members were thanked for their visit and positive</p> <p>Members were informed that an application had been submitted to the Area Panel for match funding for a mini bus.</p> <p>Members were thanked for their support in this matter.</p>