

Appendix 3

DIRECTORATE OF SOCIAL SERVICES – VISITS TO ESTABLISHMENTS NOVEMBER 2004 – APRIL 2005
North Dudley Area Committee 29 June 2005

North Dudley Area Committee Councillors Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Susan Ridney Adrian Turner (Stbridge)			No reports received of any visits undertaken during this period.	
David Stanley Julian Ryder			No reports received of any visits undertaken during this period.	
Doreen Ameson David Simms	14 April 05	Rydal Childrens Home	No service users present. Impressed by arrangements for fitness and kickboxing made for new arrival. Manager very informed on protocols – but not all staff seemed to know locations for all requested documentation. Concern with a practice in the pocket money book – manager aware of this.	Councillors positive comments about the accommodation and management of the establishment. Service Manager will continue to monitor practice issues.

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Doreen Ameson David Simms	27 April 2005	Parkes Street	Two service users expressed satisfaction with staff and premises (no other service users present). Both service users had planned for future and identified career paths. Premises were due to be redecorated. Alterations in two books incorrectly done but Manager aware of the Protocol.	The number of issues raised have been discussed with the Head of Service and the practice issues will be brought to the attention of the Manager, particularly the cleanliness of the kitchen and to recording.
Doreen Ameson David Simms	27 April 2005	Maitland Road	Three service users spoken to – all were relatively happy. Minor concerns over décor in bedrooms. Pleasant staff, highlighted funding problems for decorating. Alterations in books incorrect Protocol.	Concerns about décor in the bedrooms will be raised at the Children's Champions Group so that further discussions can take place with Members and young people.
Tim Wright Sarah Pearce	17 Jan 05	Rydal Childrens Home	Concerns into practices at the establishment.	Service manager looked into all concerns and provided report for AD. Assurance to Councillors that matters are now moving forward within Rydal.
Tim Wright Sarah Pearce	11 Feb 05	Queens Cross	Service Users happy with service provided. Good rapport between staff and services users.	Acknowledgement of positive comments. Concerns addressed and in hand and/or

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			Emergency pull cord urgently required in first aid room. Other concerns of refurbishment, Health & Safety and urgent attention of ramps.	are included in the priorities of the Directorate's Asset Management Plan.
Tim Wright Sarah Pearce	17 Jan 06	Amblecote House	Interaction between residents and staff appeared good and service appears extremely good. Some issues about being understaffed. Some windows urgently need replacing and comments made regarding refurbishment of main kitchen.	Positive comments will be passed on to staff. Various methods are being used to address the staffing concerns. Refurbishment issues are part of the Capital programme priorities but some of the smaller jobs are being addressed by the 'handyperson'.