

APPENDIX 1

ROTA VISIT REPORT BY MEMBERS

Visits are undertaken to monitor the effectiveness and efficiency of the service provided and the general environment of the premises.

If you would like an electronic copy of this form please contact Gareth Ebenezer, Governance Services on telephone 020 7361 2947.

Visit to: Piper House	
By: Cllr Maighread Condon-Simmonds	
Date of visit: 9 November 2005	Time of visit: 10.15am
Is this	
a) a directly managed Council service <input checked="" type="checkbox"/> x	
or	
b) an independent sector service <input type="checkbox"/>	
Who did you meet? Mr Michael Downey - Manager and other staff on duty	
How many residents were there? 5	
Client group (e.g. Older People): Adults with learning difficulties	

What services were being provided for users?

Piper House is divided into three flats, each providing a home for six people. Flat A provides a home for people with higher level of self care skills and the residents have a tenancy. Flats B and C have more staff. The numbers vary, depending on needs.

What were your impressions about the care given to users by staff?

(eg. courtesy shown to clients, adequate staff, quality of food, activities provided, etc)

All residents are treated with the utmost dignity, supported and encouraged with every aspect of their lives. I was impressed with the choices they were given and the assistance provided when they needed to go shopping.

I spoke to five residents, who all appeared to be extremely happy, comfortable and felt secure.

Residents and Staff addressed each other by their Christian names. It was like being

in a very happy family.

What did you consider were the overall strengths of the service?

Good care and consideration given to the Residents.

What, if any, improvements might be made to services or facilities?

There were new boilers being installed and Flat C was being redecorated. The lift does not provide proper disabled access. I feel that it is essential to carry out the work, although I appreciate that it would be very disruptive for the Residents.

Other Comments?

All the rooms and corridors have been painted in pastel colours and the rooms were furnished very simply, allowing residents sufficient room to move around.

Response by Centre Manager (where applicable)

Piper House does not have a lift - referred to above. However, a stair lift for one resident living in Flat C, which is on the first floor, is being looked at.

Otherwise I would like to thank the Councillor for her comments and our discussion on meeting the needs of local people.

Officer Comments

The visit has highlighted for us the importance of longer term planning for the mobility and access needs of current and potential future residents. We are working with our Property Services Manager to consider the short and long term options.

We are pleased with the positive comments that reflect the hard work of the staff team at Piper House, the positive relationships with people living there and echo the feedback from the latest inspection reports from the Commission for Social Care Inspection.

Paul Rackham
Head of Joint Learning Disability Services