

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.

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| Visit to: | The Grove Resources Centre, St Marks Road, London W11 | | |
| By: | Cllr David Lindsay | | |
| Date of visit: | 7 April 2006 | Time of visit: | 10.30 – 11.30 |
| Is this | | | |
| a) a directly managed Council service | x | <input type="checkbox"/> | |
| or | | | |
| b) an independent sector service | | <input type="checkbox"/> | |
| Who did you meet? | Patience Mabena, The Manager. I also met briefly Ted, Liz, Ellen and Khadine. | | |
| How many users were there? | Total of about 80, of whom about 20 per day come regularly, with a core of about 15. | | |
| Client group (e.g. Older People): | Adults aged 18-65 with mental health problems. There is a 2-tier service – those who attend regularly and outreach for those who attend more irregularly. | | |

What services were being provided for users?

Drop in service, with unstructured time for socializing and activity. Lunch provided (prepared and cooked by a member of staff). And structured group sessions.

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)

My impression was that the care given to users was wholly appropriate to the needs of the users, who seemed happy and glad to be there.

Menus are organised at a planning meeting, and users decide on the food. There are

few complaints about the food – the current cook is highly regarded.

The Grove has shown flexibility re. Activities – introducing on a trial basis “Open Space”, which did not work. Attendance fell, and has since increased after it was brought back.

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

Users have the choice as to whether to attend in groups – possibly the most important feature of The Grove’s services – or more individualised sessions, the main difference being the degree to which staff are involved.

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

The Grove is currently on 2 sites – in St Mark’s Road and Elkstone Road. The former was to have been refurbished, starting on 3 April 2006. However, it has been postponed. This is inconvenient and it would be good to let staff and users know when the refurbishment will take place.

The current premises are somewhat institutionalised, particularly the main room: the proposed new layout would have represented a big improvement, with the change to the layout and use of the main room.

Other Comments?

The Health and Safety report in March stated that the smoking area had to change. This was going to be implemented during the refurbishment, but will need to be looked at again given its postponement.

Response by Centre Manager (where applicable)

Thank you for the visit.

Officer Comments

“Open Space “ activity was introduced to encourage service users to leave the centre and go out to the community, accompanied by staff. This did not prove popular and numbers attending became very low.

The manager and staff re-introduced traditional style drop-in and numbers returned to

normal, averaging 20+ per session. The exception is the Women's Service whose members enjoy going out with staff and on their own. Another de-institutionalising initiative is from next year to replace one annual large group holiday, usually to a Butlin's camp, with smaller groups of service users going at different times of the year, to different places, including abroad, and on different types of activity holidays.

All users are assigned a support worker and are entitled to 1:1 sessions, the frequency of which depends on the level and nature of need. The ratio of staff: users in group activities varies from 1:6 in Women's Service, to 1:4 average to 1:3 for groups like Coping with Depression. We are in the process of introducing Recovery Groups, which will provide therapeutic guidance to help service users take control of their illness and live fulfilling lives in their communities.

No Smoking policy now operates throughout the building, which is in line with all other in-house mental health day centres. Smoking is still permitted out in the Roof Garden.

The planned refurbishment is delayed pending the audit of all adult social care premises and we will make every effort to keep service users informed and to consult with them about proposed changes to the use of the buildings.