

## APPENDIX

### SCRUTINY COMMITTEE ON HOUSING, ENVIRONMENTAL HEALTH AND ADULT SOCIAL CARE - 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.*

<b>Visit to:</b>	Piper House		
<b>Address:</b>	2b St. Mark's Road, London, W11 1RQ		
<b>By:</b>	Cllr. Jonathon Read		
<b>Date of visit:</b>	29 <sup>th</sup> Sep 2010	<b>Time of visit:</b>	09:30am
<b>Is this</b> <b>a) a directly managed Council service</b> <input checked="" type="checkbox"/> <b>or</b> <b>b) an independent sector service?</b>			
<b>Who did you meet?</b>	Staff: Mr Downey; Patience and various other residents.		
<b>How many users were there?</b>	Approx. 15; 3 present on visit; others at daycare at time of visit.		
<b>Client group (e.g. Older People):</b>	Special educational needs/elderly care		

#### **What services were being provided for users?**

Accommodation and support services, divided into three levels based on capacity for individual care.

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

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

Staff seemed engaged, friendly and respectful to clients.

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

Close sense of community; staff seemed to care about individuals; individuals seemed to have personally tailored care, yet retained degree of independence and community spirit.

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

Physical infrastructure of building needs to be overhauled. Bathrooms in particular need total renewal and absence of lift limits accessibility. This has been well-flagged.

**Is the service delivered on a fair and equal basis?**

Yes, based upon my limited observation, although different users, by definition, have different individual needs.

**Other Comments?**

The uncertainty regarding the future status of Piper House makes it hard, I was told, to plan for the future as regards renovations and staff management. My belief is that a quicker decision for the future, whatever the decision is, will be useful for staff and residents.

**Response by Centre Manager (where applicable)**

The manager is in agreement with Councillor Read's comments.

**Officer Comments**

Thank-you for your comments. As you are aware, we are awaiting a decision about the future of the building which does have an impact around being able to plan for service users. The current building and state of repair does not match the quality of the care provided. The care is recognised by the Care Quality Commission as being "good", and your visit seems to reflect this.

Claire Bendall: Head of Provider Services.