

BRIDGEND COUNTY BOROUGH COUNCIL

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 FEBRUARY 2016

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

ROTA VISITING BY ELECTED MEMBERS

1. Purpose of Report

- 1.1 To provide the Committee with:
 - an update on the programme of rota visiting to the Council's adult social care establishments and independent sector establishments;
 - the outcome of the pilot of visits by Council Elected Members to home care recipients including plans to take the scheme forward.
- 1.2 To request that the Committee consider the proposal for the way forward in relation to home care visits.
- 1.3 Members will be aware that the rota programme includes visits to Children's establishments and a separate report is taken to the Children and Young people Overview and Scrutiny Committee on an annual basis.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The report links to the corporate priority: Helping vulnerable people to stay independent.

3. Background

- 3.1 Members are aware of the importance of visiting social care establishments as a valuable contribution to the safeguarding of vulnerable adults, children and young people and ensuring that the quality of care provided is appropriate. It is essential that opportunities are presented for Elected Members to meet with people who receive services to listen to their views.
- 3.2 Rota visiting is part of the quality assurance of the Authority's services; there are other inspections and visits that contribute to the safeguarding of people who use social services. For example, there is a robust contract monitoring process in place, there are CSSIW inspections, Health and Safety checks and statutory visits carried out by independent officers within the Council.
- 3.3 In the past, the programme included only the council-run social services establishments. Following proposals from Elected Members, it was agreed to expand the programme to include independent sector social care and nursing establishments for adults and this has been up and running since September 2012. 18 independent sector homes were included in the recent programme of visits (there were 6 in the first rota) and it is hoped to engage with more in the future.

- 3.4 Comprehensive guidance, developed with Members, is regularly reviewed and provided at the start of each annual programme of visits. Training sessions have taken place including some 1:1 sessions to ensure that any new Members were updated on the process. Also, to assist Members with the process, an email is sent to them on the first day of every month to remind them of the visits that are due that month.
- 3.5 The last reports to the Overview and Scrutiny Committees (Adult Social Care – 14th July 2014 and Children and Young People 2nd September 2014) noted that the importance of Member visits could not be over-emphasised as they provide a point of contact for service users that was over and above that of the staff. It is recognised that it gives service users an opportunity of expressing their feelings to persons outside the establishments.
- 3.6 Based on a similar process, it was agreed to pilot visits to service users receiving homecare from both the council and from independent sector providers. A team of five champion Elected Members piloted the scheme in the first instance. The pilot was based on the current rota visiting scheme and took place in February and March 2015.

4. Current situation / Proposal

Programme of visits to Council-run and independent sector establishments

- 4.1 The 2014/15 rota programme involved 12 teams of Elected Members required to visit 16 Council run adult social care establishments and 13 independent sector establishments.
- 4.2 The 2015/16 rota programme involved 14 teams of Elected Members required to visit 14 Council run adult social care establishments and 18 independent sector establishments.
- 4.3 To keep the number of visits to a manageable amount, Members will be aware that not every establishment is scheduled to be visited every month.
- 4.4 Attached at **Appendices 1a and 1b** is a schedule of visits carried out from April 2014 to December 2015, together with a summary of the comments made. It is not possible to include every comment and the summary gives the main points relating to the welfare of people. Queries and concerns raised by Members from their visits have been responded to directly. Some examples of this are: damage to a disabled facility door was reported and officers were able to respond to the Members informing them that the door had been repaired. A concern about the quality of meals in one establishment was raised and a reply was provided to Members informing them that the situation had improved and that a local supplier was providing the meals.
- 4.5 81 of the possible 167 visits were carried out during the reporting period April 2014 to December 2015. This equates to 49% of the visits that were due.
- 4.6 The next rota period will commence in April 2016 and invitations will be sent to all 54 Elected Members to try and increase the level of participation. It is anticipated that the existing cohort of Members will remain in the programme.

Programme of pilot visits to home care recipients

4.7 Following discussions, it was agreed to pilot a series of visits to home care recipients across the county borough. A small team of five Elected Member champions was identified to undertake the visits. These were:

Cllr Marlene Thomas
Cllr Megan Butcher
Cllr Janice Lewis
Cllr Norah Clarke
Cllr Pam Davies

4.8 Because of the sensitive nature of the visits to people's own homes, a comprehensive training and awareness schedule was established for the pilot team. This included gaining a wider understanding of the services that support people to remain as independent as possible, such as:

- Reablement
- Bridgestart
- Better @ Home
- Bridgeway

4.8.1 The training schedule included visits to internal services such as Bryn y Cae Reablement, the Community Resource Team, Mobile Response and Telecare and meetings with staff teams in POVA, DoLS, Dementia and Contract Monitoring.

4.9 A number of meetings were held with the pilot team and a comprehensive guidance document was developed.

4.10 The programme of visits involved one of the champion elected members accompanied by a member of staff, visiting a homecare service user. The visits were conducted in the person's own home.

4.11 The programme of visits for this pilot was specified and pre-arranged and agreed with the service user and their family as appropriate. Home care recipients involved in the pilot were chosen from different areas of the county borough and with different needs and services. Home care managers visited the homecare recipients in advance of the visits to ensure all were prepared and happy for the visit to take place. Each Member received:

- The list of visits to be made and by whom
- Details of the service user (name, addresses, telephone number)
- Visit report form
- Guidance on undertaking the visits

4.12 The members visited five service users who had a variety of needs. For example, one person was disabled, one person had dementia. Members were met outside the service users' homes by a member of the homecare staff who accompanied them throughout their visit.

- 4.13 Following the visits, the Members submitted a report on their visit. These are attached at **Appendix 2**.
- 4.14 The pilot was considered to be successful. A summary of the comments are as follows (not verbatim):
- The Service user would like to continue his care with the staff he is used to;
 - The service user and the staff commented that 15 minutes was insufficient time to deal with the problems;
 - The service user welcomed the visit;
 - Polite care workers; good rapport;
 -could not speak more highly of the service....;
 - A few occasions when care workers were late;
 - Amount of time allocated was adequate.
- 4.15 All involved agreed that the benefits of the Council getting feedback directly from people receiving services was extremely valuable. It is recognised that these type of visits could not be unplanned and that a significant amount of management time and planning was involved.
- 4.16 It is intended to roll out the programme incrementally through 2016. A plan will be formed to ensure Members have the right training and support, that there is effective monitoring, and that homecare teams can manage the process.
- 4.17 It is proposed to identify two teams of Members to undertake specific sets of visits during the year. A further evaluation of the impact and benefits of this would then be undertaken before rolling it out further.

5. Effect upon Policy Framework and Procedure Rules.

- 5.1 There is no impact on the Policy Framework and Procedure Rules.

6. Equality Impact Assessments.

- 6.1 There are no equality implications.

7. Financial Implications.

- 7.1 There are no financial implications.

8. Recommendation.

It is recommended that the Committee:

- 8.1 Note the information provided in this report;
- 8.2 Note that the next rota period will commence in April 2016 and invitations will be sent to all 54 Elected Members to try and increase the level of participation.

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January 2016

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10 Background documents:
None.

APPENDIX 1a

BRIDGEND COUNTY BOROUGH COUNCIL
ADULT SOCIAL CARE ROTA VISITING
PREMISES VISITED – April 2014 to Dec 2015

Property (no of visits due to Dec 15)	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	
Anwen New 15/16 –(1)														X								
ARC, Bridgend (6)	X												X						X			
BLeaf, Brynmenyn (4)											X								X			
Breakaway, Kenfig Hill (7)							X						X						X			
Breaksea New 15/16 – (1)																						
Bridgend Resource Centre (7)					X	X																
Brocastle Manor Bridgend (2)				X																		
Bryn y Cae, Bridgend (20)	X	X	X	X	X	X		X	X	X				X	X	X						
Canola House, Bridgend (2)														X								
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	

Cartref, Newton New 15/16 – (1)																			X		
Cwm Calon, Maesteg (7)		X	X								X	X									
Danygraig House, Porthcawl (2)			X																		
Foxtroy House, Tondu, Bridgend (1)										X											
Glamorgan Holiday Hotel, 14/15 only) (1)										X											
Glanffrwd, Pencoed New 15-16 – (1)																	X				
Glanyrafon Bridgend (20)		X				X		X	X		X	X			X			X	X	X	
Glyn Cynffig Hostel, Kenfig Hill (5)				X			X				X				X						
Heathfields Bridgend (3)							X												X		
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15
Hyfrydol, Maesteg (20)	X			X				X	X						X			X			

ROTA VISITS BY MEMBERS - April 2014 to December 2015
Summary of Comments

PROPERTY:	SUMMARY COMMENTS
Anwen	We were very impressed with the home, it was well laid out, and was a really pleasant environment. There was a lovely, safe enclosed garden available to residents, and a good variety of activities. There was also a hairdressing salon, everything was based around a hub, which was well set out. The residents we spoke to were cheerful and calm, and appeared happy in their surroundings.
ARC	<p>We were welcomed and shown around and were impressed by the décor and design.</p> <p>Unfortunately we happened to visit during the lunch break and there were no groups or users present to chat to. We were given a copy of the weekly schedule which showed the wide range of organisations using the facility. The building appeared to meet their needs in every way, is well kept and cleaned and a credit to the management.</p>
B Leaf	<p>We received a warm welcome and a guided tour while the work of the project was explained.</p> <p>The service users we spoke to both inside and outside were happy and enjoyed their work.</p> <p>The service users all seemed busy and happy doing a number of jobs, including gardening and maintenance.</p> <p>Overall, we felt this was a very valuable service which provides the clients with a stimulated and worthwhile environment.</p>
Breakaway Abbey Road	<p>We arrived as a training course on Assisted Eating was just finishing in the kitchen area.</p> <p>The home was clean and in very good order; since our last visit it has undergone a refurb with an extra bedroom created on the ground floor. They have use of a vehicle at weekends.</p> <p>The residents we spoke to seemed happy and well cared for.</p>
Breaksea	Not visited
Bridgend Resource Centre	<p>Facilities include hydrotherapy, physio and a sensory room and domestic skills teaching. A new venture has been started up called Touch and Trust which is showing positive results.</p> <p>All service users were engaged in activities during our visit. They are also undertaking personal relationships and sexuality instruction which we felt was important.</p> <p>The high support unit appeared well run and efficient. Toilet facilities</p>

	<p>were of an extremely high standard which we felt worthy of comment.</p> <p>The centre has a wide range of users and all needs are catered for, recreational, stimulation and relaxation. All services were accessible.</p> <p>The member of staff who showed us around was very committed to his work and his enthusiasm, knowledge and leadership skills made the visit all the more informative and enjoyable. The continual need for staff training and updating is maintained.</p>
<p>Brocastle Manor</p>	<p>We visited on a hot, sunny day. Given a full tour of the premises including lounges, bathrooms, kitchen, laundrette, individual rooms and garden. The home currently 80 clients, the majority of whom receive nursing and dementia care. The home is a well-kept, modern building which appears to be very comfortable.</p> <p>We spoke to a number of clients who seemed content and staff who were happy in their work. Various activities and outings are arranged, entertainment is provided by visiting artistes and staff.</p> <p>A wide choice of food on the menu. Residents may have a lie-in if so desired.</p>
<p>Bryn y Cae</p>	<p>All residents we spoke to expressed satisfaction with the home and praised the food above all.</p> <p>Staff emphasised the importance of entertainment, to which end a karaoke machine had recently been purchased at the residents' suggestion.</p> <p>The garden areas were well maintained, although a fence was awaiting repair.</p> <p>The reablement unit had clearly improved its throughput of residents and continued to be a success. It is essential that facilities like this are made available to those who need them.</p> <p>We spoke to some of the residents, all of whom were very happy with the service provided and the care they receive and were full of praise for the staff.</p> <p>Painting and decorating was being undertaken while we were there and refurbishment of a bathroom and shower area. Residents' rooms were all nicely furnished and comfortable, many with en suite.</p> <p>The EMI section has excellent facilities for residents recuperating after hospital treatment, with impressive physiotherapy facilities.</p> <p>The residents with whom we spoke seemed quite happy. We spoke in particular to a number in the resettlement unit, which is well used and appears to be making a big difference in enabling people to return home as quickly as is practical.</p>

	<p>I was impressed with the wonderful provision and the affection shown to the clients by staff. The clients I spoke to told me they were very comfortable, not only with their rooms but with the warm and experienced staff.</p> <p>While I was there, I joined in a 'sing along' in the communal lounge, spoke to some ladies who were about to have their hair done.</p> <p>I received a full breakdown of staff to client ratio and what their roles entail and felt that this provision was an excellent 'exemplar' for BCBC.</p> <p>We arrived unannounced at lunchtime. The entrance hall was clean, warm and welcoming with an elaborate floor decoration created by one of the residents.</p> <p>Lunch was pork dinner and the dining room was spotless.</p> <p>We spoke to a number of residents in all three units and they were happy with the home and the food.</p>
<p>Canola House, Bridgend</p>	<p>This is a 9 bed facility for older clients with mental health issues ranging from anxiety to schizophrenia. The home is staffed 24 hours a day</p> <p>We met the registered manager who was very helpful and showed us around. There was a good rapport with clients.</p> <p>There was a roast dinner being freshly cooked. The staff were very knowledgeable and friendly.</p> <p>There are communal bathrooms. The home was very clean. Each client has the opportunity to decorate their own bedroom to their own taste.</p> <p>My only comment would be that the communal areas were in need of some updating. Overall this was a very pleasant environment.</p>
<p>Cartref, Newton</p>	<p>The establishment converted from nursing to residential provision. The facility includes: themed recreational rooms including a 'pub' – the Pipe and Zimmer, a hair salon, a cinema, improved garden area, lifts. A grocery store is planned.</p> <p>The manager would welcome being a member of a care home forum where ideas could be shared.</p> <p>Particularly innovative was the fact that bedroom areas had street names and the rooms had individually coloured doors each with its own house number.</p>
<p>Cwm Calon</p>	<p>We were shown around by two very informative carers. The building is nicely situated with easy access to local shops and cafes. Service</p>

	<p>users we spoke to were happy there and settling in well. A physiotherapy session and an advocacy meeting were taking place during our visit.</p> <p>An outside area to relax in would enhance wellbeing.</p> <p>There was an issue with the quality of the meals. This is now provided by a local provider and the feedback is much improved.</p> <p>The centre was bright, clean and cheerful with an array of facilities. Staff seemed to be very engaged with the clients, several of whom were leaving for off-base activities. A busy, effectively managed and homely centre which benefits from central location in terms of visiting town for shopping etc.</p>
<p>Danygraig House, Porthcawl</p>	<p>Nothing unfavourable detected in these spotlessly clean premises. All bedrooms are en-suite and enjoy rural and sea views. Certain areas of good practice:</p> <ul style="list-style-type: none"> • Innovative use of colours to aid dementia sufferers (red for door handles, rails, toilet seats; yellow for kick plates on doors, etc.) • Non-slip surfaces in courtyards. • Original local artwork by children of local school. • Monthly newsletter for residents' relatives.
<p>Foxtroy House, Tondu</p>	<p>We were impressed by the friendly and informal atmosphere. The home was a hive of activity and every effort is made to ensure a lively and stimulating environment and culture. Residents are given the choice of a range of activities in which to engage and visits to local attractions. Relatives were visiting while we were there and engaging in a relaxed and happy manner. There was a good stair lift but, as with other homes we've visited recently, it would benefit from a lift.</p> <p>Staff training is a top priority to ensure skills are constantly upgraded, particularly up-to-date dementia care training. Management are not keen on employing agency staff.</p> <p>The home and its staff are doing a great job and offering an excellent service.</p>
<p>Glanffrw Pencoed</p>	<p>We spoke to a number of residents, who commented how happy they were there. The home was freshly decorated and there was a good choice of food, on a four weekly cycle, with options for those who didn't like the options.</p> <p>There were a good choice of activities, with Hairdresser and Nail bar available to residents. The home can deal with all types of care, including end of life care.</p> <p>There was a lovely garden available for residents use, in nice weather.</p>
<p>Glanrafon Resource Centre</p>	<p>A lovely, spacious home with plenty of natural lighting. We were taken around by a very keen and enthusiastic member of staff who told us of the many diverse activities which take place, i.e. concerts and local outings.</p> <p>The residents were all happy, no complaints about food.</p>

	<p>The home would benefit from a bit of upgrading, i.e. painting and decorating.</p> <p>There are issues over parking with people using it as a car park to take children to school and they also block the entrance.</p> <p>The fire alarms were in good order and the weekly fire drill was documented and up to date.</p> <p>We spoke to residents who unanimously reported high levels of satisfaction, particularly with the quality and quantity of food. Some visit the community café in the school opposite.</p> <p>We toured the facility and spoke to residents and visitors. The men only wing is working well.</p> <p>We visited the male wing where clients were having their eyes tested, the male lounge and female wing. All clients spoken to were content and no problems reported.</p> <p>Spoke to a relative of a resident receiving end of life care, who advised that he was extremely pleased with the care his relative was receiving and highly praised the dedication of the staff.</p>
<p>Glyn Cynffig Hostel</p>	<p>Only two clients present when we visited, as they are encouraged to get out as much as they can. They had no issues and were happy with the situation. Nice to see that former clients call in.</p> <p>The unit appeared to be well run.</p> <p>Premises in need of painting in hallways and lounges; some of the furniture past its best</p> <p>It seemed a calm and well managed environment which would benefit from redecoration.</p> <p>The unit needs general redecoration and some more serious work, e.g. a windowsill with no paint and plaster missing from a wall.</p> <p>We were shown around the well equipped kitchen areas and individual lounge areas.</p> <p>Clients we spoke to were happy with the home and the help they received and the length of stay in helping them to adjust.</p>
<p>Heathfields Bridgend</p>	<p>Most noticeable were the high quality furnishings throughout which, together with the traditional décor, create a homely atmosphere. There are extra large TVs (50" and 60") and clocks with dates in communal areas.</p> <p>Close liaison continues with the local churches involving regular visits to the home and occasionally singing.</p> <p>We had extensive conversations with residents who reported a high</p>

	degree of satisfaction all round, with staff, food and facilities.
Hyfrydol (Maesteg)	<p>We were very quickly impressed with the facilities: the lounges and relaxation areas were warm and friendly, bedrooms and toilets spotless and there was a calm, happy and relaxed atmosphere. Staff were engaging with residents and attending to their needs.</p> <p>Large televisions available in the lounges upstairs and downstairs. There is access to a computer and Internet. Menus on offer were varied and appetising.</p> <p>Staff and residents' working relationship is clearly excellent. The home is an example of the public sector doing things very well.</p> <p>The residents were all happy with the home, the staff and the food. One in particular stopped us to say how happy she was there.</p> <p>We looked around the home and spoke to staff and residents.</p> <p>It looked much more homely than last time, with stickers and new pictures on the wall. There was a good list of activities advertised for residents and relatives.</p> <p>All residents are clearly being well cared for. Regular visits from the mental health team ensure appropriate diagnosis.</p> <p>There is computer access, weekly hairdresser visits, chiropractor, plenty of social events and access to outside space. Visitors can bring in pets to show residents.</p> <p>There are only single rooms, so if a married couple is admitted they have to be separated.</p> <p>Clients appeared happy, clean– it felt like their home, which was good to see.</p>
Llys Gwyn, Bridgend	<p>The home was very friendly and welcoming and staff all very visible. We were introduced to several residents and told of activities that take place like jewellery making and choir.</p> <p>The home has a dog which belongs to one of the residents. Family members are always welcome and often visit for Sunday dinner.</p> <p>The home was very much run as a family unit, which left us feeling unsure how much of the management and service resulted from evidence based research.</p> <p>Some parts of the home required decoration and were in need of updating. The fish tank needs some attention.</p>
Maesglas Resource Centre (this	The accommodation is adaptable with rooms downstairs suitable for those with mobility issues. We looked around one of the residents' flats.

<p>has now been sold)</p>	<p>Residents were chatty and animated about the activities they'd been involved in earlier that day and we could see that they were all happy.</p> <p>We were shown around the premises and observed a general state of disrepair. The centre is dated and needs upgrading.</p> <p>When we arrived we were surprised to see a 'For Sale' sign outside.</p> <p>The condition of the building is reasonably good and five residents remain. Some staff have already been deployed to other locations and it is expected the residents will move to Maesteg. There is a great deal of sadness at this closure as some staff have been there for 30 years.</p> <p>Concern that residents' possessions may not be able to fit into the new, smaller accommodation and this may cause upset.</p>
<p>Monkstone House, Porthcawl</p>	<p>We were welcomed by the manager who showed us around the spacious rooms. We were impressed by the décor and the atmosphere of the home. It was warm and comfortable. We spoke to a number of residents, some of which had visitors. They were delighted with their treatment and with the accommodation. They appeared very relaxed. There is a sensory garden outside with a spongy floor to prevent injury.</p>
<p>The Oaklands, Bridgend</p>	<p>Well regarded establishment offering a high standard of care. Reminiscence exercises are a key feature of activities - a list of activities was provided. Residents make visits to restaurants, hostelrys and local attractions. Residents described their home as light and airy and the food was "very good" "...marvellous".</p>
<p>Picton Court, Bridgend</p>	<p>Some residents were outside enjoying the weather and view. They happily engaged in conversation and expressed no concerns with their care or with the home. Later in the visit spoke to one relative who was very pleased with the care of their family member. There are a range of activities and some residents were happily engaged in them during the visit. A varied menu caters for all diets. Staff training is evident. A professional caring home.</p>
<p>Pinehurst, Bridgend</p>	<p>Not visited</p>
<p>Pyle/Porthcawl Local Day Service</p>	<p>Service users were making good use of local facilities – including computers and i-pads funded through coffee morning initiatives, plus swimming twice weekly and visits to a large local supermarket.</p> <p>Two minibuses were well used for trips to Aberavon and other locations as well as transporting service users to and from home.</p> <p>Suggestions for improvement:</p> <ul style="list-style-type: none"> • Dropped kerbs in the locality to facilitate wheelchair use. • Clearly signed parking bay for two minibuses with turning area and in the interests of health and safety.
<p>Serendipity Care, Porthcawl</p>	<p>Not visited.</p>

<p>Southmead Grange and Lodge, Porthcawl</p>	<p>We toured the facility. The rooms are en-suite, although not suitable for all residents.</p> <p>Good range of activities and choice of meals. The home is reasonably full.</p> <p>Need to improve their arrangements for smokers and some other facilities, for example, some residents reported they would appreciate a visit from a hairdressers.</p>
<p>Ty Cwm Ogwr</p>	<p>Good occupancy level, with respite beds well used.</p> <p>We looked around and spoke to residents all of whom were satisfied with the home and said the food was excellent. The bedrooms have excellent views.</p> <p>We asked whether any concerns and apart from a slight alteration required to a ramp, there were none.</p> <p>We were greeted and given a run-down of the home prior to a tour. The atmosphere was happy and friendly and clients we spoke to were full of praise about all elements of the unit.</p> <p>We found the facility to be both very modern and extremely well run and wish there were a way it could be maintained.</p> <p>A waste disposal system which we requested during our last visit is still not in place and food waste continues to be carried through the premises.</p>
<p>Ty Nant Nursing Home, Port Talbot</p>	<p>Visit due March 2016</p>
<p>Ty Penybont</p>	<p>We received our usual warm greeting and were shown around by an enthusiastic staff member.</p> <p>It is a very light facility with a large extension overlooking a sizeable garden. An extensive range of activities is offered. Service users were being organised to engage in various activities, some held in the centre, others in Pyle Leisure Centre and Cardiff and courses held in Bridgend College.</p> <p>Damp was evident in patches on the ceiling with bubbling paint in Base Room 3 and on the right wall of the dining room.</p> <p>The centre is clearly a happy, vibrant and dynamic place to be, the service users were confident, comfortable and happy. The staff were focused, energetic and hardworking.</p>
<p>Valleys Gateway/ Pencoed Localised Day Service</p>	<p>We arrived at the same time as some service users on a bus while another group were being taken out. Both transfers seemed well organised.</p> <p>There are various activities organised, e.g. Zumba, gardening, bowling, cinema trips and weekly physio sessions.</p>

	<p>The centre is visited by student nurses and social health care students but it can be difficult to retain volunteers.</p> <p>On our last visit in January we received complaints about access to You Tube being blocked. The problem still exists.</p> <p>Staff cannot make visual aid cards as there's no colour printer so the Manager has to rely on the Speech and Language team from Bridgend to act for them. Any data worked on one day is wiped off by the next, making things difficult.</p> <p>Can someone from IT go out and do an overview and assessment of the centre's needs?</p>
Wood B	<p>Response to recent HSE inspection finding has been resolved and is positive. The service is likely to transfer to a Trust and there is concern about this. Whilst this is positive in terms of being able to seek funding, there is inadequate clarity re timelines.</p> <p>The service has been transferred into the Awen Trust and a further visit is planned for February 2016.</p>