

Official Community Visitor scheme

Case study

A quick fix with a big impact

During a visit to an Out Of Home Care service, the OCV was told that Daniel was regularly leaving the house. When reading case notes, the OCV saw that Daniel was not engaging with staff.

During the visit, the OCV noticed that the table-tennis table was broken and unused.

Daniel told the OCV that he had told staff that it was broken but it hadn't been repaired for over 12 months. Daniel said that if it was fixed, he would enjoy using it and would play with staff. He told the OCV he had found table-tennis to be relaxing.

The OCV raised this issue in their visit report and the provider responded promptly, stating they had identified that the maintenance report had been incorrectly logged and not responded to.

A new table was purchased within the week. On their next visit, the OCV noted that the table was well used with a scoreboard erected, and signs of many tough competitions being played between staff and Daniel every week.

