

Service Provider Response Form

Name of Service: Leeds City Council

Date: 13/06/19

Name of Service Provider: RecoveryHub@NorthWestLeeds

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
We acknowledge that the hub has 54 staff, however customers have expressed concerns about staffing levels. Consider reviewing staffing levels/availability/rota and call bell response time in particular during the night.	The unit has three care assistants on at night as well as a qualified nurse. Four-night staff for the level of service is quite high, however we always ensure we try to unitise staff in more effective ways. We rarely use agency staff who have never been here before. There is some work to be completed around customer expectations especially around busier times in the hub. Work is underway to enhance the nurse call system to allow us to recognise those urgent calls and staff will shortly be carrying two way radios so staff can better communicate with each other and respond to customers in a timely fashion	Ed Wardle-Anderson Registered Manager	
Consider reviewing the content of the activities programme with customer/relative's input	We are reviewing our activities to include more of a therapy focus and where the customer can develop the idea once they are at home, there is a library trolley which is run by a volunteer. We have information about the library service	Ed Wardle-Anderson	

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and with emphasis on those less physically able.	and are able to support customers in accessing the library service in their area. The physio and OT team are introducing morning exercise and movement sessions to aid customers mobility and movement. In the evenings, customers can relax and watch a feature film. We are seeking external partners and volunteers to assist us in developing ideas for the afternoons. We don't just want to entertain the customers or become a holiday camp only to return customers home to live in isolation. So where we develop ideas there needs to be a rehabilitative, therapeutic or an activity which the customer can do at home		
Ensure information about the hub and how it may help with recovery communicated to each customer and their relative.	We are in the process of reviewing our written information and looking at ways of reducing the overload some customers and their relatives sometimes experience. Not only will this information be present in each bedroom but also around the building as well. There are files located around the building to inform customers about local groups and activities in the hub.	Ed Wardle-Anderson	

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Ensure customers and their relatives have regular updates from staff about their recovery progress.	We do keep a conversation record when we communicate with customers however it is not possible to hold individual review sessions with customers due to the length of their stay and the number of customers being admitted and discharged, This is something we will look at and hopefully create a better system of reporting progress	Ed Wardle-Anderson	
Consider introducing a staff picture board at the reception area of the hub.	We are in the process and collating photographs of staff at the hub and hopefully the board will be in place shortly	Ed Wardle-Anderson	
Review how communication needs of customers are flagged in their care records to ensure that all professionals and staff are made immediately aware of a customer's particular needs.	We are reviewing our paperwork and this is one area we are looking at and how we better evidence that communication needs are being considered	Ed Wardle-Anderson	