

Service Provider Response Form

Name of Service: RecoveryHub@SouthLeeds

Date: 22/05/2019

Name of Service Provider: Leeds City Council

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Review how extra flexibility could be built into the activities timetable to accommodate service users with limited mobility and consider how activities could be further utilised as a way of building service users' independence.	• More one to one personalised activities now take place. • Small group sessions in larger communal areas facilitating wheelchair users have been increased in frequency. • Therapy Team to re-introduce breakfast club and exercise groups promoting service user independence and building strength.	Management team. Management team. Therapy Management Team.	Implemented May 2019. Implemented May 2019. To commence July 2019.
Keep service users and their families informed as to when their next review will take place and continue to find ways to ensure service users are aware of the progress they are making towards independent living.	• The service has introduced surgeries for loved ones providing opportunities to discuss progress etc. with manager. • Service has commenced Carers forums to provide additional support and advice. • Following feedback received at our service user forum, we have devised a small booklet called 'My recovery journey log'. Service users keep these themselves	Registered Manager. Community Engagement Worker. All staff.	Commenced May 2019. Commenced June 2019. Commenced June 2019.

	and details of reviews and home planning etc. is recorded.		
Consider ways in which service users can be further reassured about what will be in place for them when they return home.	• Following feedback received at our service user forum, we have devised a small booklet called 'My recovery journey log'. Service users keep these themselves and details of reviews and home planning etc. is recorded. • We will review the 'Discharge' document that we use and make it available to all relevant staff. This will support access to information to provide reassurance to service users and loved ones.	All staff. Performance and Ops meeting Management team members.	Commenced June 2019. End July 2019.