

Service Provider Response Form

Name of Service: RecoveryHub@NorthWestLeeds

Name of Service Provider: Leeds City Council

Date: 22/04/2024

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Ensure that residents and/or their family members understand what a care plan is are invited to be involved in reviews. As part of this, ensure that people are involved in discussions about their rehabilitation and next steps for their care following their stay in the Recovery Hub.	Our team is currently conducting a review of our goal storage and recording practices. This initiative aims to enhance the accessibility of goals for both clients and their designated support network. While the current process involves collaborative SMART goal setting with clinicians during initial consultations and therapy sessions, we are evaluating how these goals are documented and shared to ensure optimal visibility.	Registered Manager & Partnership Leaders	4-6 weeks (June 2024)

2. Look at ways to improve how people's individual care needs are more consistently met and communicated to all staff. This could be through improved assessment or appropriate training (for example, in dementia and sensory impairment awareness).	The Service Delivery Managers from the senior management team will be undertaking a cycle of Dementia Care Mapping. This is an established approach to achieving and embedding person-centred care for people with dementia and is recognised by the National Institute for Health and Clinical Excellence. This helps staff teams to understand the perspectives and experiences of people staying at the Recovery Hub. It allows staff to recognise the signs of positive and negative mood and engagement and use these findings to make changes to our approach, interactions, and environment. The service has in place a schedule of staff training which includes person-centred approaches and personal care with dignity. Staff have also recently had access to a Dementia reality experience bus which allowed them to experience, to some degree, how it feels to live with Dementia. The above mapping and audit activity will further support staff to ensure they put their learning into practice. Additionally, feedback from service user experience is routinely shared during team meetings, both examples of good practice/care but also area's where improvement can be gained.	Service Delivery Managers	Within 3 months (July 2024)
3. Review systems for documenting and	To improve the cultural competency of our teams, we will be implementing a training	Registered Manager &	Within 6 months

acting on people's cultural and religious needs so that these are more consistently met.	programme. This programme will focus on self-awareness, helping participants recognise their own cultural background, biases, and how these might influence their interactions. Additionally, the training will explore the concept of culture and its impact on health beliefs and behaviours. Through this process, participants will develop cultural knowledge and become more comfortable navigating situations where they may not have all the answers. This includes being open to learning from individuals using the service and their communities, fostering a more collaborative and culturally sensitive approach to care.	Partnership Leaders	(October 2024)
4. Look at what can be put in place to help create a compassionate culture where residents feel that all staff are caring. This could for example be around recruitment processes, training, team building, or celebrating good care.	The service prioritises strong recruitment practices to ensure a high calibre of staff. All partners within the service share high expectations for their employees. Any concerns regarding staff performance are addressed promptly through established procedures, such as one-on-one supervision or performance improvement plans. The service and its partners are committed to ongoing staff development. Our training programme incorporates person-centred approaches, dementia training, and autism awareness training.	Registered Manager & Partnership Leaders	Ongoing

	We foster a culture of continuous learning and improvement, where team meetings provide a platform to discuss challenges, celebrate successes, and share best practices.		
5. Put in place mechanisms to ensure that people staying at the recovery hub and their friends or family members are made aware who the registered manager and other key staff are. This could, for example be through a photo board or visible signage.	At the time of the enter and view visit the Registered Manager was new in post. The service has created a welcome letter to cascade on admission. This provides the person with a good overview of the service as well as information about who the manager is and how best to contact them.	Registered Manager	Complete

Additional action identified by the recovery hub in response to the following from the report: “Only half of the respondents said they received support from physiotherapists or occupational therapists, and some expressed that they felt more physiotherapy was needed.”	Every person using the service receives an assessment by a qualified therapist, and based on this an agreed goal support plan is produced. Even those referred to the service through a non-therapeutic pathway receive this level of support. I appreciate the frequency of therapy sessions may differ from person to person and this may not be within their expectations. This feedback will be shared with other leaders within the alliance (the partnership between Leeds City Council and Leeds Community Healthcare NHS Trust - LCH); the Clinical Service Manager (LCH), registered manager (Leeds City Council) Physiotherapy lead (LCH) and Occupational Therapy Manager (Leeds City Council).	Registered Manager & Partnership Leaders	Immediately
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