



Enter and View visit to Aspire Day Centres

August 2025



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Examples of other formats are large print, plain text documents, easy-read, audio, and other languages such as British Sign Language.

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Summary

Introduction

Healthwatch Leeds carried out announced Enter and View visits to Aspire Respite Care services. This was part of a planned series of visits to Aspire's services, prompted by feedback we received from Leeds City Council.

Aspire describes their day services as providing a safe space where people with learning disabilities can take part in meaningful, healthy daytime activities. As Aspire refer to people who use their services as customers, we will use this term throughout the report.

Between 18th August 2025 and 23rd September 2025, we visited:

- Technorth Centre.
- Pudsey Leisure Centre.
- Rothwell Fulfilling Lives Service.
- Hillside Enterprise Centre.

During the visits, we spoke to customers and staff. We sent out paper surveys to relatives and carers and online surveys to staff who were not working on the visit day.

Key findings

These are the key findings from both the Enter and View visits and online survey responses:

1. Most day services were observed to be clean and offered a welcoming atmosphere. Signage and a visual activity rota in Rothwell Fulfilling Lives Service helped non-verbal customers to communicate their preferences. Other day services lacked easy-read signage.
2. When asked what the best aspects of the service were, most customers, relatives and staff said it was the activities and customers' ability to socialise.

Safety

3. The majority of customers and relatives reported feeling safe and staff expressed confidence that the service provided a safe environment. However, there were a couple of concerns around customers safety that needed to be addressed.

Care and Support

4. All customers accessing the day services looked well cared for and happy. All staff showed excellent person-centred care. Staff and customers at Rothwell Fulfilling Lives Service, appeared to have strong relationships. Staff also had a good understanding of customers' needs and preferences.

Accessible Information Standard

5. Aspire's day services performed well in many areas of the Accessible Information Standard, particularly in maintaining easy-read support plans. However, improvements are needed to secure additional funding to support communication needs in the day service, particularly for deaf customers. There is also an opportunity to improve communication with their customers by rolling out picture cards across all services.

Activities

6. Customers said they enjoyed activities at the day services. Customers, relatives and staff said that customers get offered a choice of activities through morning meetings and activity rotas based on customers' preferences. Rothwell Fulfilling Lives Service had dedicated activity rooms tailored to customers' complex needs (e.g. a rebound room).
9. Staff said they felt supported to act upon feedback. However, some staff members said they did not feel supported to raise concerns about poor practice.
10. Staff said the things that helped them to provide good care were a consistent staff team, effective training, supportive management and knowing customers well. They said that inconsistency in agency staff, increased paperwork and lack of staff hindered their ability to deliver quality care.

Food and nutrition

7. Customers often bring their own packed lunch to the day centres. For those with specific dietary needs, trained staff at Rothwell Fulfilling Lives Service were observed providing appropriate support to ensure these requirements were met.

Involvement and feedback

8. Customers and relatives reported that they were actively involved in care decisions through annual reviews.

Service quality

11. In the last year, customers said the service had got better, whilst relatives said it had stayed consistently good. Some staff, across all four day services we visited, felt the service had improved due to better training and more activities. However, other staff at Hillside, Pudsey and Technorth felt it had worsened due to increased paperwork, a lack of staff and increased use of agency staff.

Key recommendations

Good practices to maintain

1. Continue to provide excellent person-centred care and a wide range of enjoyable activities for customers.
2. Continue to understand customers' needs and preferences in order to provide excellent person-centred care.
3. Keep using easy-read support plans.

Areas for improvement

4. Consider rolling out a visual activity board, as seen in Rothwell Fulfilling Lives Service, to all day services.
5. Provide funding for communication support to customers when required, including British Sign Language interpreters.
6. Consider rolling out picture cards and easy read signage across all services.

7. Reviewing staffing ratios to reduce pressure on staff and maintain safe, high-quality care delivery.
8. Reviewing the current induction process for agency staff and developing an effective induction programme to ensure agency staff understand organisational standards, expectations, and individual customer needs.
9. Considering streamlining recording and documentation processes. This could enable staff to dedicate more time to supporting customers.

Detailed findings are presented in the rest of the report, and the complete list of recommendations can be found on page 31.



Background

Healthwatch Leeds is an independent organisation, committed to listening to people's experiences of health and care services and using their views to help services improve.

Aspire describes their day services as providing a safe space and opportunities for people with learning disabilities to engage in healthy, safe and meaningful daytime activities. Aspire have three specialist buildings and 18 community bases across Leeds. The services are in a range of facilities, such as libraries, sports centres and community hubs.

Hillside Enterprise Centre, Pudsey Leisure Centre and Technorth Family Learning Centre are community-based services for people with learning disabilities. Rothwell Fulfilling Lives Service is a large purpose-built day service building for customers with complex needs.

Hillside Enterprise Centre is a large room co-located in a community conference and enterprise centre. It serves the Beeston and Holbeck areas of Leeds with an average of 15 customers per day.

Pudsey Leisure Centre is an activity room co-located in a Leeds City Council leisure centre. It serves the Pudsey and Northwest areas of Leeds with an average of 14 customers attending per day.

Rothwell Fulfilling Lives Service serves the Rothwell and Woodlesford areas of Leeds. The average number of customers per day is 33. Staff are trained in intensive interaction, enteral feeding, chest physio and general physio, rebound and hydrotherapy.

Technorth Family Learning Centre has two rooms co-located alongside other services in a Leeds City Council building. It serves the Chapel Allerton and Harehills area of Leeds. The average number of customers per day is 21.

All services also offer regular access to transport, including minibuses, to ensure accessibility for the customers.

Why we did it

As part of Healthwatch's role, we have a statutory right to Enter and View publicly funded NHS and adult social care services, in order to get the views of people using their services and their relatives or carers. The visit to this service was part of a planned series of visits to Aspire services and had been prompted by the feedback we had received from Leeds City Council. This includes their respite care services.

We selected four day services to visit, reflecting both geographic coverage across the city and different client needs.

What we did

We visited four day centres across different areas of Leeds. All four visits were announced Enter and View visits. We specified a two-week period during which the service was informed one day in advance of the visit.

The visits took place at:

- Technorth Centre on 18 August 2025 from 1:00 pm to 3:00 pm.
- Pudsey Leisure Centre on 9 September 2025 from 1:00 pm to 3:00 pm.
- Rothwell Fulfilling Lives Service on 10 September 2025 from 1:00 pm to 3:00 pm.
- Hillside Enterprise Centre on 23 September 2025 from 1:00 pm to 3:00 pm.

A survey was sent out to relatives, friends and staff. The staff received the survey by an online survey link or spoke to us on the day. Relatives and friends received a pack by post, prepared by Healthwatch Leeds and sent out by Aspire.



In addition to the places we visited, people gave feedback on:

- Scott Hall Day Centre.
- Holt Park Leisure Centre.
- Bramley Fulfilling Lives Service.
- Crossgates Day Service.
- Potternewton Day Centre.
- Rothwell Sports Centre.

Both surveys were publicised on posters with Quick Response (QR) codes and links, which were sent to the service before the visit.

A team of between five and seven volunteers or staff, led by one senior Healthwatch Leeds staff member, carried out the visits. All are authorised Enter and View representatives. During the visits, we spoke to customers using an easy read version of the questionnaire, met with staff, and some service managers.

The survey and observations focused on the following areas:

- Safety
- Care and support
- Food and nutrition
- Activities
- Involvement and feedback

We received a total of 83 survey responses:

- 40 from customers
- 22 from relatives or friends
- 21 from staff

In addition to the day centres we visited, we received feedback on other Aspire day services, including those based at Holt Park Leisure Centre, Rothwell Sports Centre, Crossgates, Lavinia Baker Room, and Scott Hall Sports Centre.



What we found

Observations

All customers throughout the day services looked well cared for, well dressed and happy.

The day services were mostly clean, tidy and smelled pleasant. Some black mould was noted in the women's toilet and broken facilities on both toilets at Technorth.



Rothwell Fulfilling Lives Service had a range of rooms for different customers' needs, including large communal rooms, a quiet sensory room, a rebound room, a calming space designed to support people in managing strong emotions and a large outdoor space.

The space in Pudsey day service felt cramped. The manager expressed concerns that if the area reached full capacity, it could limit accessibility for people using mobility aids.

Technorth, Pudsey and Hillside day services were noisy but lively, largely due to ongoing activities during the visits and customers having conversations with one another.





Most day centres had art and pictures on the walls. Rothwell Fulfilling Lives Service had excellent signage and activity rotas with pictures to help customers to choose their preferred activities. However, there was a lack of easy read signage throughout the other three centres with information mostly displayed in small print.

Overall, activities were consistently rated as the most positive aspect of the day centres by customers, relatives and staff.

Customers

We asked customers what the best thing about respite care was. 21 out of 41 customers said activities such as baking, bocchia, walking, and crafts, along with support from staff, were the best part of their day service. Additionally, some customers highlighted spending time with friends at the day centre was what they valued the most.



“The staff are nice. Enjoy art and bingo.”- a customer of Technorth centre



Relatives and carers

22 relatives and carers agreed that socialising, staff support, engaging activities, and having a routine were key benefits.



“To spend time with friends, socialising and doing activities he enjoys” – a relative of Pudsey Leisure Centre Day Service.

Staff

All 21 staff who responded also identified activities as the best feature. They also mentioned socialising amongst customers, strong relationships between staff and customers, and a supportive team environment.



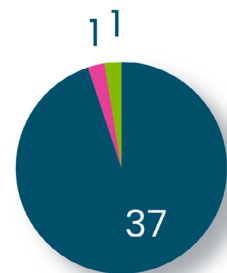
“Range of activities for the customers. Treat my customers like my own family.” – a member of staff at Rothwell Fulfilling Lives Service

Safety

Customers

Do you feel this service is a safe environment?

- Yes
- Sometimes
- No
- Not sure



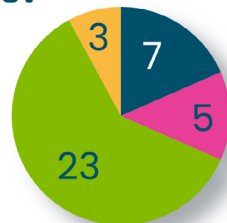
95% of customers said that they felt safe. The reasons given for this were the staff and their friends.



“The staff make you feel safe and look after you. If I go out to the shop, I have their number in my phone, and I know they would come and get me if needed.” – a customer at Pudsey Leisure Centre Day Service.

Have you ever felt upset, scared or hurt here?

- Yes
- Sometimes
- No
- Not sure

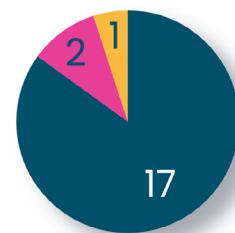


A third of the customers said they had felt upset, scared, or hurt at some point. These feelings were linked to various factors, such as physical pain, feeling unwell, or interactions with other customers, not necessarily related to their safety. This question was originally designed to identify potential safeguarding issues, but responses suggest a broader interpretation among customers.

Relatives and carers

Do you feel this service is a safe environment?

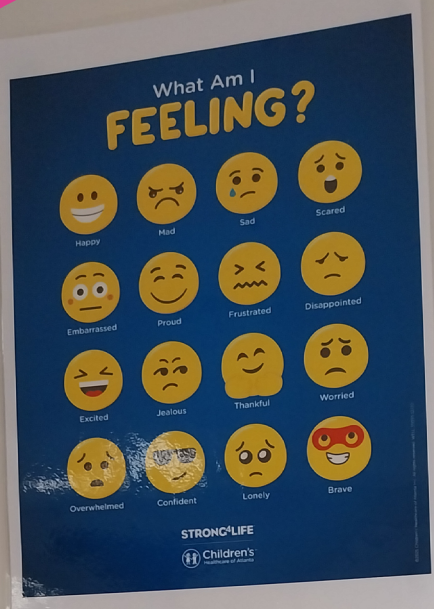
- Yes
- Sometimes
- No
- Not sure



85% relatives said they felt Aspire's day centres provide a safe environment, due to excellent care from the staff, and always being informed of any issues. However, one relative at Pudsey highlighted that customers were given the door code to leave the day service room to use the toilet in the public area, and that staff weren't always aware of their whereabouts.

66

"The service users are allowed to leave the room on their own (being given the door code) to use the public toilet. Sometimes staff [are] unaware they have gone out" – a relative at Pudsey Leisure Day Service.



Do you feel staff are trained to respond to safeguarding concerns effectively?



79% of relatives said staff were well trained to respond to safeguarding concerns.

Have you felt concerned for your friend or relative's safety?



A third of relatives said they had concerns about customer safety, which were mostly appropriately resolved. There was only one outstanding concern from a relative at Bramley Fulfilling Lives Service: that staff were not well trained to safely secure customers into wheelchairs.

Staff

Do you feel the service provides a safe and secure environment?



89% of staff believed the service provided a safe and secure environment, supported by locking doors, a sign-in system, health and safety checks, hazard forms and fire warden training.

Do you receive adequate training to handle safeguarding concerns?



95% of staff felt sufficiently trained to manage safeguarding concerns due to regular safeguarding training.

Over 50% of staff members said they had responded to serious safeguarding concerns. They reported that most of these concerns were handled effectively.

It was noted in our observations that only Rothwell Fulfilling Lives Service checked our ID badges, and at Technorth, we were not required to sign in and out.

It was also observed that there was a fire hose out of use in Technorth.

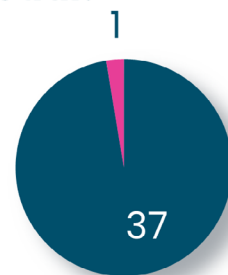


Care and support

Customers

Are the staff kind and respectful?

- Yes
- Sometimes
- No
- Not sure



Do staff look after you well?

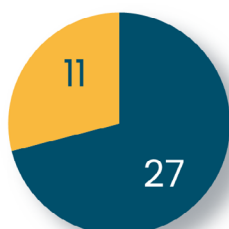
- Yes
- Sometimes
- No
- Not sure



97% of customers said the staff were kind and 100% of customers said staff looked after them well. For example, people mentioned that staff run fun activities for them and understand their needs and preferences well.

Do staff meet needs relating to race, gender and religion?

- Yes
- Sometimes
- No
- Not sure



71% of customers agreed that staff understand their needs in relation to race, gender and religion.



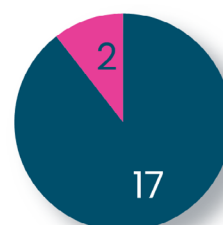
“They listen to me, I get to choose what to do, if I join in, and they are alright with us if not.” – a customer at Pudsey Leisure Centre Day Service.



Relatives and carers

Are the staff kind and respectful?

- Yes
- Sometimes
- No
- Not sure



89% of relatives agreed that staff treated customers with respect and met their needs. They said they felt this was due to staff having close relationships with customers, staff understanding customers' individual needs well and creating an inclusive environment.

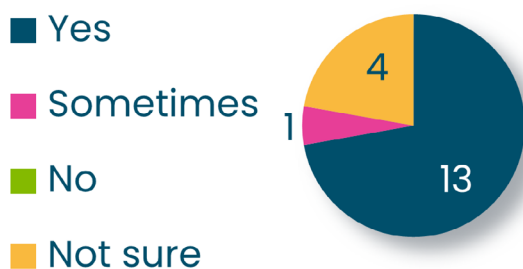




“[Staff] used equipment to help [a customer] move. [Their] mobility has improved. [They] can walk with family’s help, but [they] could not do that before.”
– a relative at Rothwell Fulfilling Lives Service.

However, one relative at Pudsey highlighted how some staff can be rude and disrespectful towards customers.

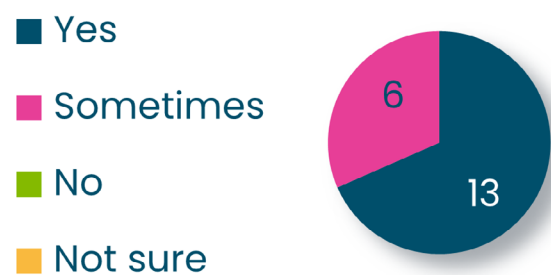
Do staff meet needs relating to race, gender and religion?



68% of relatives and carers felt staff meet the needs of customers relating to race, gender and religion.

Staff

Do you feel you can meet the needs of customers, including those about race, gender and religion?



68% of staff members said they can meet customers’ needs, including those related to race, gender, and religion. However, six staff members said they felt they could only do this sometimes.

Three staff members said they would like more training on issues relating to race, gender and religion.

Staff in Pudsey Leisure Centre gave examples of respecting gender by providing same gender support to go to the toilets where possible.

Staff were asked to share an example of a time when they ensured customers felt respected. These examples included morning meetings where customers have a space to discuss which activities they would like to do and any personal issues, such as bereavement. Other examples were annual reviews and always listening to customers' preferences.

Accessible Information Standard

The Accessible Information Standard (AIS) is a set of legal requirements (since 2016) that all NHS and publicly funded social care services in England must follow to make sure that people with a disability, impairment or sensory loss can get information in a way that they can understand, and they receive the communication support they need (see Appendix 2).

Aspire's day service managers reported that their services strive to comply with the Accessible Information Standard to the best of their abilities, ensuring information is accessible to all customers. They told us about the following processes that are in place to ensure this happens:

When a customer is referred to the service, the staff meet with the customer and their relatives at home. In this meeting, they conduct an initial assessment of customers' communication needs and a risk assessment.



Support plans are written in easy read format and reviewed annually. All services record these support plans electronically or on paper; some use both methods.

These support plans are shared across Aspire’s respite care, supported living and day centres.

These plans are kept visible. All new staff members, including agency staff, must read support plans as part of their induction.

Each customer has a hospital passport detailing their communication needs and medical history. The passport is used when attending hospital appointments.

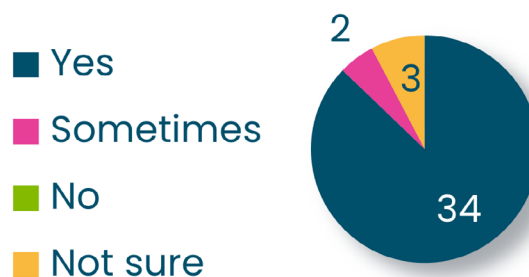
To support communication needs, services may request additional support from Leeds City Council during a customer’s annual review, if needed. However, we were told that there is no funding available for British Sign Language (BSL) interpreters for customers attending the Technorth service, and that one BSL customer had taught staff some sign language, and another deaf customer uses a whiteboard to communicate.

A staff member at Technorth Day Service discussed their interest in British Sign Language (BSL) training to enable them to communicate effectively with deaf customers.

Rothwell Fulfilling Lives Service used picture cards for customers to indicate their preferences, which customers benefited from. Other day services lacked pictorial signage or tools.

Customers

Do staff help support in understanding things?



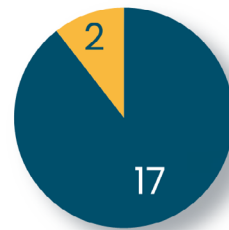
87% of customers said staff helped them to understand things. For example, they told us that in Rothwell Fulfilling Lives Service, staff explained what activities are taking place at the beginning of every day.

We observed staff using a range of methods, including easy-read materials, pictures, signs, and verbal explanations, depending on each customer's needs. At Rothwell Fulfilling Lives Service, all staff wore lanyards with a range of images on them; this allowed non-verbal customers to communicate with staff by pointing at the images.

Relatives and carers

Do staff help support in understanding things?

- Yes
- Sometimes
- No
- Not sure



89% of relatives and carers agreed that staff help customers understand things.

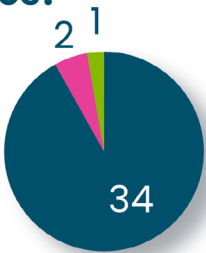


Activities

Customers

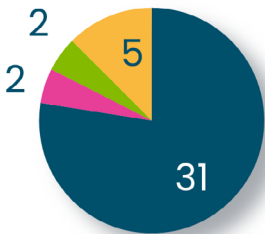
Do customers have access to enjoyable activities?

- Yes
- Sometimes
- No
- Not sure



Are customers involved in planning activities?

- Yes
- Sometimes
- No
- Not sure



92% of customers said they enjoyed the activities, and 78% said they helped to choose them.

The activities that customers said they enjoyed included yoga, baking, choir, board games, rugby and going on days out.



“Games, bingo, baking, rugby, football.” – a customer at Rothwell Fulfilling Lives Service.

“Art, boccia, rugby, board games, baking.” – a customer at Pudsey Leisure Centre Day Service.

Rothwell Fulfilling Lives Service use an activity picture board, allowing customers to select activities by pointing at images.

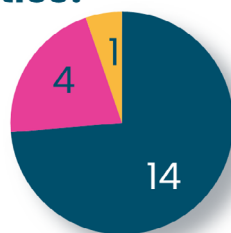




Relatives and carers

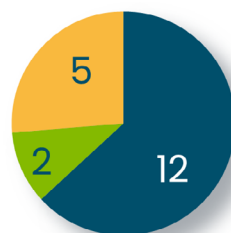
Do customers have access to enjoyable activities?

- Yes
- Sometimes
- No
- Not sure



Are customers involved in planning activities?

- Yes
- Sometimes
- No
- Not sure

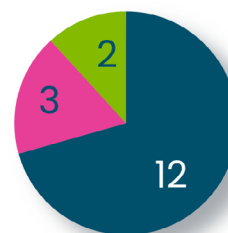


74% of relatives said customers have access to enjoyable activities, and 63% said customers are involved in planning their activities.

Staff

Are customers involved in planning activities?

- Yes
- Sometimes
- No
- Not sure



71% staff members said customers are involved in planning activities through morning meetings and developing activity rotas based on customer preferences.

At Rothwell Fulfilling Lives Service there is an additional room for those who do not want to attend the main activity.

Food and nutrition

Most customers bring their own lunch to the day centres. When customers do cooking activities or have trips out to cafes, they are able to choose what they would like to eat.

Customers

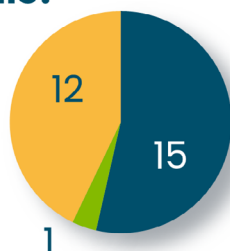
Do customers have choices about their meals?

■ Yes

■ Sometimes

■ No

■ Not sure



Over 50% of customers said they got to choose what they eat and drink each day

Relatives and carers

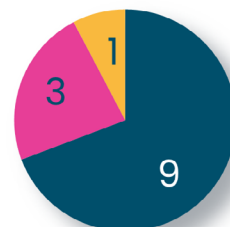
Do customers have choices about their meals?

■ Yes

■ Sometimes

■ No

■ Not sure



Similarly, 69% of relatives agreed.

A relative at Pudsey noted that the staff are very conscious of a customer's health needs and provide support with their diet when necessary.



Staff

Do customers have choices about their meals?



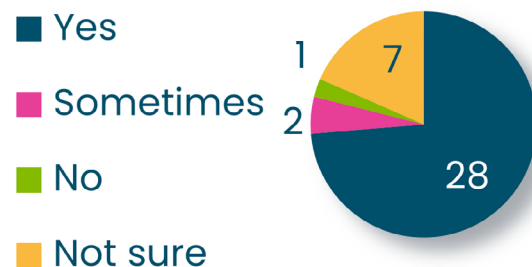
83% of staff members reported that customers have a choice of meals, as they often bring in their own food or decide where to go out for lunch.

Many customers at Rothwell Fulfilling Lives Service have specific dietary requirements and therefore receive meals via a catering service called Apetito. This service offers texture modified food for those who need it. Other customers are fed by Percutaneous Endoscopic Gastrostomy (PEG). Staff at Rothwell Fulfilling Lives Service explained how customers' meals are tailored to individual needs and customers are given daily choices. For those receiving Apetito meals, alternative options are available if preferred.

Involvement and feedback

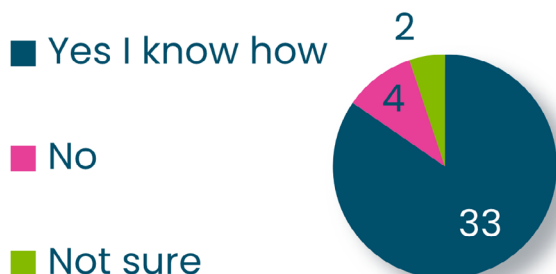
Customers

Are you involved in your own care?



74% of customers agreed that they are involved in decisions about their care. Customers discussed how they tell staff their preferences and dislikes and are involved in developing their care plan.

Do you know how to report concerns?



85% of customers said they would tell staff if something was wrong, and this is usually sorted out well. For example, a customer at Pudsey day centre discussed an issue with supported living, and the day centre manager helped them to resolve this problem.

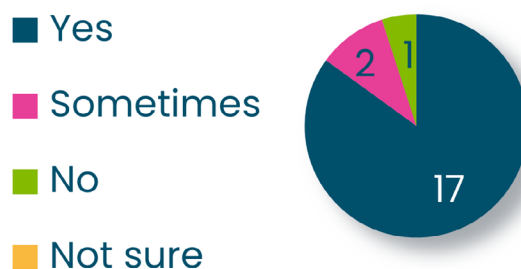
Were your concerns handled appropriately?



70% of customers concerns were sorted properly.

Relatives and carers

Are you involved in your relative/friend's care?



85% of relatives said they are involved in care decisions.



Do you know how to report concerns, and are they handled appropriately?



84% of relatives felt concerns were handled appropriately and that staff communicated well with relatives.

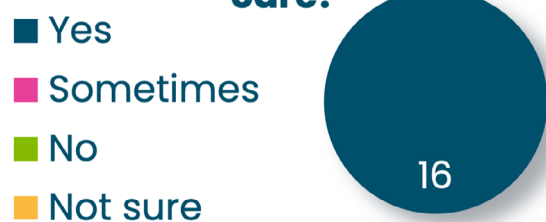
Do staff communicate well with friends/relatives?



89% of relatives felt that staff communicate well with friends and family.

Staff

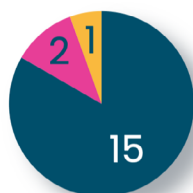
Are customers and their families involved in decisions about their care?



All staff members said customers and their families are involved in decisions about their care, reporting that this was through annual reviews and open communication with relatives.

Do you feel supported to act upon customer and families' feedback?

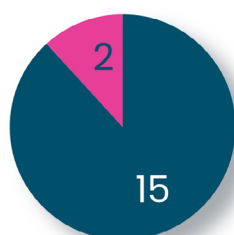
- Yes
- Sometimes
- No
- Not sure



83% staff members said they felt supported in acting on feedback from relatives, due to supportive management and supervision.

Do you feel supported in raising concerns about poor practice or serious incidents (whistleblowing)?

- Yes
- Sometimes
- No
- Not sure



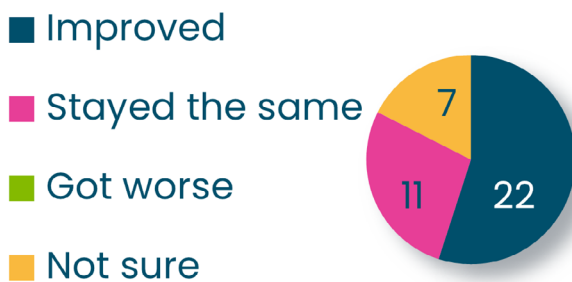
88% of staff members said they felt supported in raising concerns about poor practice. However, one staff member reported that they were not removed from a situation after raising concerns and subsequently received verbal abuse from colleagues. This staff member did not disclose the name of the centre. Additionally, a staff member at Technorth said they received inconsistent guidance from management on how to raise concerns. The key areas that staff said helped them to provide good care were a consistent staff team, training programmes, supportive management and knowing customers' individual needs.

There were a few areas that staff said they felt hindered their ability to provide good care. These were inconsistencies with agency staff, large amounts of paperwork, staff shortages, and a lack of training to communicate effectively with deaf customers.

People's views of how the service has changed over the last 12 months.

Customers

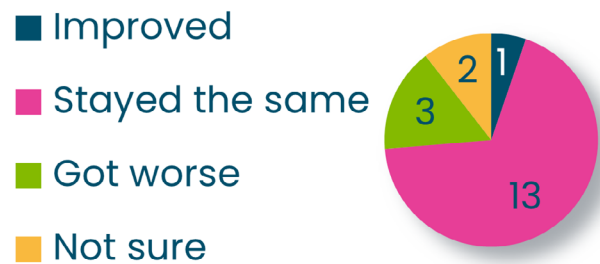
In the last year, has the service improved, stayed the same, or got worse?



Over 50% of customers said the service had improved over the last year, due to a wider range of activities and kinder staff.

Relatives and carers

In the last year, has the service improved, stayed the same, or got worse?



68% of relatives said the service had stayed the same because it had been consistently good. Three relatives said the service had worsened due to staff shortages and staff attitudes.



Staff

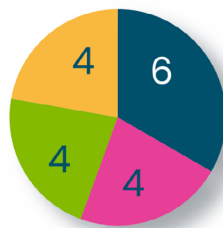
In the last year, has the service improved, stayed the same, or got worse?

■ Improved

■ Stayed the same

■ Got worse

■ Not sure



Staff had mixed responses to how the service had changed over the past 12 months. Six staff members across Hillside, Pudsey, Rothwell Fulfilling Lives Service and Technorth said the service had improved due to better training and an increased range of activities. However, four staff members at Hillside, Pudsey and Technorth said it had worsened due to increased paperwork, fewer staff, reduced funding and greater reliance on agency staff.



Our recommendations

Good practice to maintain:

1. Continue to provide excellent person-centred care in all day services.

Staff should continue to have a good understanding of and respond well to customers' individual needs and preferences.

This recommendation is linked to key finding 4.

2. Maintain a range of engaging activities for the customers.

Continue to offer engaging, choice-based activities that reflect customers' interests.

This recommendation is linked to key finding 6.

3. Continue to involve customers and their families in care decisions.

Ensure support plans remain accurate, person-centred, and responsive to changing needs by including customers and their families in their six-monthly or annual reviews.

This recommendation is linked to key finding 8.

Areas for improvement:

4. Maintain clean and tidy environments across all day centres, improve easy-read signage, and ensure consistent use of visual aids to support accessibility and communication.

Consider applying easy-read signage and picture-based activity boards (like the one currently used at Rothwell Fulfilling Lives Service) across all day services.

This recommendation is linked to key findings 1, 5 and 6.

5. Ensure visitors sign in and out.

Ensure all visitors sign in and out, to increase the security of all day services.

This recommendation is linked to key finding 3.

6. Accessible Information Standard (AIS)

Keep using easy-read support plans.

Consider providing staff with training in British Sign Language (BSL).

Explore options for accessing qualified BSL interpreters for customers who require this support.

Consider rolling out picture cards across all services where helpful.

These recommendations are linked to key finding 5.

7. Ensure all staff feel supported after raising concerns.

Improve communication with staff and relatives after they raise a concern, so all parties are confident that it has been resolved.

This recommendation is linked to key finding 8.

8. Review and strengthen workforce management practices by

Reviewing staffing ratios to reduce pressure on staff and maintain safe, high-quality care delivery.

Reviewing the current induction process for agency staff and develop an effective programme to ensure agency staff understand organisational standards, expectations, and individual customer needs.

Considering streamlining recording and documentation processes. This could enable staff to dedicate more time to supporting customers.

These recommendations are linked to key findings 8, 9, 10 and 11.

Service provider response

“It is reassuring to hear that you found our service to be person-centred and that we were engaging individuals in a range of activities in which they enjoy and would like to assure you that we value your feedback and learn from any complaints or negative feedback.

As part of our continuous service improvement plan, we will prioritise your recommendations. In particular, we will continue with our work in relation to accessible information and the rolling out of the good practice you observed in some of our services.

We will also work with our key stakeholders in relation to accessing British Sign Language (BSL) translators and staff training. We will continue to work with our workforce in relation to supporting them when they raise concerns, and will review the induction process and staffing ratios, although we are very much restricted by our resources from our main commissioners, Leeds City Council.”

Claire Smith, Senior Area Manager, Aspire Community Benefit Society.

Next steps

The report will be shared with Aspire, Leeds City Council and Care Quality Commission. We will agree with Aspire on the next steps to take in response to our recommendations and work with them to ensure that any agreed actions are followed through and implemented.

We will undertake any follow-up work required to ensure that real changes are made to the services.

The report will also be published on the Healthwatch Leeds website.

Thank you

Thank you to all those who shared their feedback, and to staff and customers at Aspire Day Services for welcoming us.

Thank you to our Enter and View representatives: Tatum Yip (Lead Staff), Gemma, George, Parveen, Isaac, Annie, Hannah, Angie, Denise, Katie, Matty, Graham, Sam, Johnathon, Janet, Val, John and Dianne, for undertaking the visits.

This report was written by Katie Joenn, Project Support Worker and Tatum Yip, Project Manager at Healthwatch Leeds.

References

Aspire (2025). Respite Care and Crisis Services. www.aspirecbs.org.uk/aspire-respite-care-crisis-services/

Accessible Information Standard www.england.nhs.uk/long-read/accessible-information-standard-requirements-dapb1605/

Appendices

Appendix 1 – What is Enter and View?

The Health and Social Care Act allow local Healthwatch authorised representatives to check how health and adult social care services are run. They talk to service users, their families and carers. This is called Enter and View. These visits can be carried out in places like hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View lets authorised representatives:

- Visit services and see how people experience care.
- Talk to service users, carers, and families at the point of service delivery.
- Observe how services work.
- Gather evidence-based feedback.
- Report findings to providers, the Care Quality Commission, Local Authority and NHS commissioners and quality assurers, Healthwatch England and relevant partners.
- Make recommendations to improve care locally and nationally.

What is the purpose of Enter and View?

Enter and View visits happen when people report problems or when services have a good reputation. Enter and View fits into three areas:

1. To contribute to a wider local Healthwatch programme of work.
2. To check a single issue across many places.
3. To look at one service based on local intelligence.

Who can Enter and View?

Healthwatch Leeds has trained volunteers and staff members who are authorised enter and view representatives (list of names available upon request).

All the authorised representatives have completed the following:

- Enter and View Training
- Safeguarding Training
- Enhanced DBS (Disclosure Barring Service) Check
- Equality and Diversity Training (not compulsory)

Appendix 2 – Accessible Information Standard

The Accessible Information Standard was introduced by the government in 2016, and a refreshed version was published in June 2025. The standard is to make sure that people with a disability or sensory loss are given information in a way they can understand.

As part of the Accessible Information Standard, organisations that provide NHS or adult social care need to do six things.

They need to:

1. Ask people if they have any information or communication needs and find out how to meet their needs.
2. Record those needs.
3. Highlight or flag a person's file, so it is clear that they have information or communication needs, and clearly explain how those needs should be met.
4. Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so.
5. Make sure that people get information in an accessible way and communication support if they need it.
6. Review people's needs regularly.

More information about the Accessible Information Standard can be found at www.england.nhs.uk/long-read/accessible-information-standard-requirements-dapb1605/

As part of the relaunch, NHS England requires health and care organisations to annually publish their compliance with the 2025 version by March 2027 using a new self-assessment framework (SAF).



**Committed
to quality**

We were awarded a committed to quality marque from Healthwatch England. To obtain this we did an in depth audit which will be reviewed.

Your **healthwatch** Leeds

Healthwatch Leeds
Community Interest Company 9542077
The Old Fire Station
Gipton Approach
Leeds
LS9 6NL

 healthwatchleeds.co.uk

 0113 898 0035

 info@healthwatchleeds.co.uk

 07717 309 843 (Textphone)

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