

Service Provider Response Form

Name of Service: Respite Care

Date: 22/10/2025

Deadline for completion: 19/11/2025

Name of Service Provider: Aspire

Healthwatch Leeds Recommendation	Service Provider Response (inc. any actions you will take)	Who is responsible	When will this be implemented by	What has changed or what do you anticipate will change?
1. To review and develop a more effective induction programme for agency staff. Review the current induction process for agency staff and develop an effective programme to ensure agency staff understand organisational standards, expectations, and individual customer needs for safe and consistent care.	The agency induction has now been reviewed to incorporate more detail for staff to discuss. Particularly in relation to specific documents for customers. Agency are supported with the induction by Aspire staff on shift. Agency staff have access to local management and also the on-call office if they were to encounter any situations where they may require advice when on shift. Agency profiles are also available for all agency staff who are working within aspire – this has information in regard to pen picture, training undertaken and any items to consider in regard to the staff who are undertaking duties in our services	Support leaders Service Manager Area Manager	Agency induction Implemented August Agency profiles were implemented by recruitment in October	More through induction Management oversight of training of specific agency staff

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2. Consider increasing staffing levels during shifts. Review staffing ratios to reduce pressure on existing staff and maintain safe, high-quality care delivery.	We do not have one to one funding for all the customers that we support, however where there are identified risks of behaviours, we do have 1:1 in place. There is currently some work being undertaken to ensure that correct funding from LCC is in place for all of the respite units and that this is reflected in the staffing levels – we continually monitor this and ensure that there is effective rota management in place Prior to any customer accessing our services. We support with a needs and risk assessment, if it is deemed that we require one to one funding this is applied for prior to any stay. We source one to one staffing from Aspire and also outside agencies who provide us with consistent staffing for our customers during their stays.	Service Manager Area Manager / senior area manger	This is something that is looked at on an individual basis Currently working alongside LCC with this	Ensuring that funding is correct to reflect for needs of customers

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3. Review and improve staff training programmes, with particular focus on strengthening medication management practices. Evaluate and improve training to make it more interactive, practical, and aligned with best practices, particularly in medication management.	We currently have an extensive range of training available to the staff team – all staff prior to commencing with Aspire complete social care TV training courses and are booked on the next available face to face training sessions for all mandatory training. We have a dedicated HR advisor who supports with all training for the staff that are employed by Aspire, this includes classroom training and to support with the social care tv training that staff have completed prior to their start date. In terms of ensuring that it is more interactive and practical we have continuous feedback for training and any improvements that can be completed. There is currently some specific training being rolled out around medication error prevention, this will be rolled out across all respite services in the new year.	Support leaders Service managers Area manager HR Advisor	The new year	Staff to have a clear understanding of medication errors and prevention of these

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4. Strengthen medication management To build on existing training and support around medication management, the service should consider • Offering more targeted training, especially for complex needs. • Ensuring regular checks to maintain high standards, reduce errors, and improve safety for all customers.	We have recently rolled out a new medication policy. This has been rolled out to the staff team and is also being discussed in team meetings. Medication management practices are also overseen in our staff supervisory process – we support staff with observations and competencies. All support leaders and managers support with completing manger Audits of medication for all the people we support.	Support leader Service manager Area manager	All staff are aware of the new policy Management are aware to discuss this in team meeting Manager audits to be competed	Understanding of the policy to improve and for it to be accessible to staff Competencies provide a learning environment and opportunity for discussion to take place Manager audits support with identifying any practices that need addressing and supporting with rectifying these.

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5. Improve communication with relatives and carers. Strengthen communication channels to keep families informed and engaged in the care process, particularly after raising a concern	Letter has gone out to all family /carers with information of the support leaders, Manager, Area Manager and Senior Area Manger. Service Manager and Area Manger are continually spending time in each location getting to know customers and family carers. We are working hard to ensure that any concerns that are raised are investigated in a timely manner by the service manager. We encourage any family carer to ring the Support Leaders, Service Manager and Area Manager direct with any queries or concerns. We have a robust complaint policy that we follow for any concerns that are brought to our attention.	Support leader Service manager Area manager	We have implemented this	Good communication
6. Consider organising team building and wellbeing activities. Promote a positive work culture and support staff morale through regular team-building sessions and wellbeing initiatives.	We have regular team meetings in each location as well as a large team meeting for all staff across respite. We use these sessions to get people together to share concerns as well as positive experiences. We will look at how we can develop a focus on team building in our next managers meeting.	Support leader Service manager Area manager	We currently support with this To action in next meeting	To support with staff wellbeing