

Service Provider Response Form

Name of Service: Aspire Day Services

Date: 13/01/2026

Deadline for completion: 05/02/2026

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
1. Continue to provide excellent person-centred care and a wide range of enjoyable activities for customers. 2. Continue to involve customers and their families in care decisions and keep using easy read support plans.	We have embedded this action into each service improvement plan to ensure each service has a process in place to ensure activities are reviewed regularly and continue to be delivered to meet the needs of our customers. We have embedded this action into each service improvement plan and is something we will ensure happens as we move over to digital records and support plans	Service Management	Ongoing – added to SIP.
3. Improve easy-read signage and ensure consistent use of visual aids to support accessibility and communication. Applying easy read signage and rolling out a visual activity board and picture cards as seen in Rothwell FLS, to all day services.	We have met with all our managers on 8 th December 2025 and Rothwell presented the work they have been doing on easy read signage and rolling out a visual activity board and picture cards. Each manager has been set the objective of reviewing how they can implement this in their service to meet the needs of their customers.	Service Management	April 2026
4. Ensure visitors sign in and out. Ensure all visitors sign in and out, to increase the security of all day services.	A visitor signing in is available in all our service provision, and it is Aspires expectation that all visitors should be asked to sign in this has been addressed with the individual manager who will formally address it with her team and has been reinforced with all managers in our manager meeting on the 08/01/2026	Service Management	From Now on
5. Accessible Information Standard (AIS) - Consider providing staff with training in British Sign Language (BSL). - Explore options for accessing qualified BSL interpreters for customers who require this support.	We will be exploring how we accessed BSL interpreters, and will consider Staff being trained in BSL	Service Management / Learning and Development Manager	To be discussed from April 2026

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6. 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.	We will share our whistle Blowing policy again with our teams and our families and will review how we communicate with individual when they raise concerns.	Service Management	End of February 2026
7. 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 supporting customers.	We have reviewed our staffing ration which is 4:1 unless individuals are assessed as requiring more intensive support. This has been discussed at out managers meeting on the 08/01/2026. As part of the review of our agency induction, we are going to get feedback from the agency staff on how their induction has been and what we could do to improve this. This feedback will help us develop an unfamiliar workers induction. A new digital record system is due to be implemented in in day services 2026 (Nourish), this is part of an organisational strategy which both streamline documentation and free upstaff to deliver direct support	Service Management Service Management Service Management / Nourish Implementation Team	Completed January 2026 Ongoing – unfamiliar workers induction to be developed alongside our Staff bank team and Quality Team – April 2026 Training has been rolled out – with a plan for implementation in day services from Spring 2026.