

Provider's Response to Recommendations	
Recommendation	Comments from BCL North
1. Introduce tactile wall displays or "twiddle boxes" for service users with dementia and sensory impairments	The BCL North service already operates something similar to your description. On the wall to the left of the entrance to the café are sensory stimulation items that were made for those using the unit by pupils of Littlemeads School. In addition many of those who use the service have individualized boxes or bags that contain personal items that provide sensory stimulation or provide comfort. Many of these items can double up as objects of reference which aid and support communication. Since the Healthwatch visit the staff teams have discussed the introduction of interest boxes containing items that are sensory or trigger memories leading to discussion. The units PCP coordinator will be facilitating this.
2. Change room signage to a yellow background to improve accessibility for service users with dementia and sensory impairment and replace the missing bathroom sign by the conservatory	The signage throughout the unit was purchased through a dedicated company who also professionally fitted the signs in the optimum positions for viewing. The sign for the bathroom at the end of the penpark corridor will be fitted immediately with a yellow background as suggested. Unfortunately the signage in the unit is under 3 years old but will be replaced with yellow backgrounds when this is required.
3. Replace the outside benches at the front of the centre (Note: this was the only place Healthwatch	The gardening and Caretaking team have plans to replace the wood to the picnic benches this summer and have

Bristol observed wear and tear)	been waiting for the correct weather. All outside furniture is being treated this year. Many of the seats have already been retreated.
4. Ensure fire extinguishers do not block fire exits	The Care taking teams have been requested to check fire exits on a daily basis whilst opening up the building. This will also be discussed in the unit's staff meeting so the entire teams are aware.
5. Raise flower beds so service users who use wheelchairs can garden from their chairs	<p>We will discuss this with the users of our service to ascertain their thoughts. It may then be possible to purchase through the units Amenity fund or to fund raise specifically for this purpose. It is also worth noting that we have raised beds at the back of building.</p> <p>The service has worked with Growing Support at BCLN. Who provided THE service with accessible gardening tools that are at present in storage.</p> <p>Golden Hill Community Garden - our service users attend and we have our own raised bed as part of the Community Gardens.</p> <p>College works alongside us to make our outside space work for our service users e.g. Woodland walk. Looking forward to future projects for ongoing improvements to the outside space and hence more that we can offer to our service users e.g. sensory garden/ sensory spaces</p>
6. Introduce a regular Makaton practice/refresher for BCL North staff	Lorraine Cullen Practitioner Manager responsible for training will be tasked with researching the availability and setting up of a Makaton practice and refresher sessions. Communication is an important aspect of service delivery. Staff at the unit work with people on an individual person centred

	<p>level. Every service user has an individual communication part to their PCP which details how they communicate e.g. Makaton signs they use, their own ways to communicate.</p> <p>Many of the unit's attenders have individual signs actions and vocalizations that through experience are recognized and responded to. The Staff teams also pay close attention to facial expressions and the body language of individuals who have very limited communication to determine their wants needs and aspirations. Objects of reference are also key to successful communication and are used with many of the services attenders.</p>
<p>7. Use the self-audit tool, "Is your care home dementia friendly?" by The Kings Fund to assess if the environment could be further improved for service users with dementia.</p>	<p>A copy of the Kings fund "Is your care home Dementia friendly ?" second edition has been downloaded and I will ask the units PCP Coordinator to involve a group of the units attenders to complete it. We will of course update or change our facilities as appropriate.</p>
<p>Any other comments about how you found Healthwatch Bristol's enter and view visit:</p> <p>Bristol Community Links North would like to thank Healthwatch for their inspection.</p> <p>The visit was conducted sensitively and respectfully and the subsequent report is of a good standard, which encourages reflection on how to improve the provided service.</p>	