

Service Provider Response Form

Name of Service: **SPRING GARDENS**

Date: **19.01.18**

Name of Service Provider: **ADULTS AND HEALTH LEEDS CITY COUNCIL**

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Explore different ways for providing one to one support to enable residents to have days out	We have booked the pool car for several weeks throughout 2018 which will allow residents who are able to get into the car to have trips out. For residents who are unable to get into the car we will use the local bus and wheelchairs to go into Otley and Ilkley for pub lunches etc	The whole team	Car already booked and rotas, dates etc to be discussed in next staff and resident meetings
Communicate with residents giving reasons if it is not possible to provide day trips or if activities get cancelled	This will be discussed in resident meetings and on a one to one if a trip was cancelled for any reason	Officer team	Immediately