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## Recommendations summary

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### Response from Sirona care & health:

Many thanks for your recommendations- please see our thoughts below. We have also noted your comments around delays on discharge from the unit and also around fallers in community settings. Please see our comments at the end of this document.

Recommendations	Comments from the service provider
<ul style="list-style-type: none"><li>• <b>Ensure menus are available to patients in areas other than the dining room.</b></li></ul>	We have ensured that a copy of the weekly menu is posted throughout the unit, including in other communal areas, such as the lounge and also in each individual room
<ul style="list-style-type: none"><li>• <b>Relevant Accessible Information is available for patients with disabilities or learning difficulties, particularly for discharge summaries.</b></li></ul>	We do offer Accessible Information when requested but as a wider project Sirona is working toward ensuring all leaflets are accessible as standard including discharge summaries.

We were really pleased that you were impressed by the standards demonstrated at Skylark and the commitment and dedication of our staff.

We are also grateful that you have taken on-board the numbers visiting need to be proportionate to the setting.

With regard to your suggestions for further Healthwatch work the following information may be useful:

- Delays to discharge from Skylark - we have worked with commissioners and the Local Authority to put a robust plan in place to address this. This will ensure

services are able to work within the annual winter pressures. We have been flexible with the criteria into our own discharge services to support a wider range of people home from the unit and we have worked with our therapists to maximise everyone's functional ability before discharge to ensure that the smallest level of support would be required when they are discharged home.

- Falls - Sirona provides a well-established Falls Prevention Service in South Gloucestershire and this has demonstrated a significant impact on the wellbeing of people in their own homes when it has been identified they are at a high risk of falls. As the Bristol, North Somerset and South Gloucestershire (BNSSG) ethos is 'Home is Best' and that we consider 'Home First' when looking at where people are best supported, there are more people remaining in their own homes than previously and being encouraged to live as independent lives as possible. All Community Services work to develop strategies with those we support to be able to minimise the risk of falling.

**Please return by Wednesday 7 August 2018 to:**

**Healthwatch South Gloucestershire  
The Care Forum, The Vassall Centre, Fishponds, Bristol BS16 2QQ**