

Provider's Response to Recommendations	
Recommendation	Comments from BCL South
1. Room signage to be lowered for service users who use wheelchairs.	This has been actioned wherever it is reasonably practicable.
2. Ensure room signage is on all bathroom doors.	The caretaker reviewed all the bathrooms and signage has been installed where missing.
3. Ensure alarm cord bells are in all bathrooms so service users can alert staff if they need assistance.	The only bathroom which does not have a pull cord is the staff shower/ changing room which is not used by service users.
4. That BCL South uses the self-audit tool, "Is your care home dementia friendly?" by The Kings Fund to assess if the environment could be improved for service users with dementia.	This will certainly be explored during the current review of the Bristol Community Links Services. Thank you for the advice on this resource.
<p>Any other comments about how you found Healthwatch Bristol's enter and view visit:</p> <p>The visit was well organised in advance and accessible materials were sent in advance by Steffie which enabled us to encourage service user engagement with the visit. Steffie and all the volunteers were extremely professional, pleasant, and interested in the environment and services provided. Thank you to all involved.</p>	