

Provider's Response to Recommendations	
Recommendation	Comments from Sirona care & health
<ul style="list-style-type: none"> Shaving mirrors are available when required 	A number of shaving mirrors have been purchased for the unit and are now available when required.
<ul style="list-style-type: none"> Several mentions of patients being cold, better heating on the ward 	Due to the age and condition of the building there are areas that can be colder than others (the heating system is also less than optimal at times). Portable heaters and radiators are available for use on the unit when needed to ensure there is an ambient temperature throughout all areas at all times.
<p>Any other comments:</p> <p>We really appreciated your feedback following your Enter and View visit in February 2018. We were very happy to hear that you were impressed with the standard of care delivered on Henderson Ward and of the enthusiasm and dedication of staff, despite the difficulties posed by the age and condition of the building.</p> <p>We also appreciate the recommendations you made and have immediately acted to provide shaving mirrors for those individuals who need them.</p> <p>We do have portable heaters and radiators available and will make sure that those in our care are aware that we can use these if they are feeling the cold and we will also aim to ensure there is an ambient temperature throughout at all times.</p> <p>We are committed to continue to work to optimise the space available to deliver the best rehabilitation and care that we possibly can.</p>	

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Please return comments by Wednesday 28 March 2018 to:

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