

Jennifer Gilder
 Interim Service Lead
 HealthWatch Warwickshire
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 Warwickshire
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2nd February 2016

Dear Jennifer

I write in response to your letter, dated 20th of January. Requesting an update on the 2 areas that you requested to up be updated, I can confirm the following actions have been implemented and a strategy has been put into place.

We are currently on a strategy program as part of Runwood's refurbishment in Warwickshire, we have so far this past 6 months had lilac lounge extended, with all new furniture.

A new reception area with a new life café has been built and designed as an addition. With all new furniture, and window dressings, all new flooring throughout reception.

We have addressed the concerns raised regarding the storage of hoists and wheelchairs, each unit now has a cupboard that stores hoists, wheelchairs, preventing them being placed in corridors.

The next phase for this current year will be to re vamp 3 of the current bathrooms, which was going to be done end of last year, but due to other areas being refurbished. These have been transferred to the next faze which is this current year. The bathrooms are now being programmed as part of the refurbished for this current year.

They are also looking at re-designing corridors and flooring to match the new current refurbished and main reception.

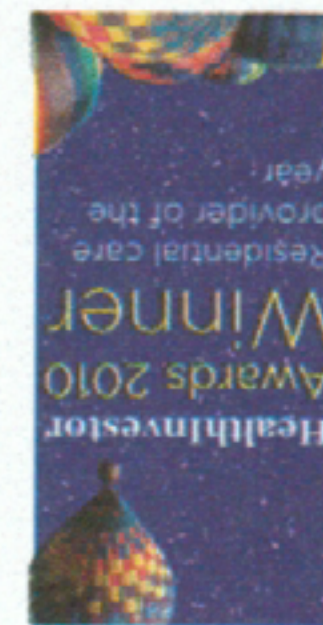
The communion bathrooms will be part of the ongoing refurbishment programme, unfortunately I am unable at present to give a timescale for this work, but hopefully within the next 6 months.

I hope this is satisfactory and look forward to hearing from you in the future.

Yours sincerely



Hayley Ford
 Manager



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