

Service Provider Response Form

Name of Service: Pennington Court Nursing Home

Date 27/07/2021

Name of Service Provider: Westward Care

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Communicate to all relatives the message that all residents can nominate an 'essential care giver' and clearly explain what this is. We know that this term can be confusing for both relatives and staff. Because of this, we've created this simple wording to try and help clarify the role. Feel free to use it in your communications with families and staff. <i>"All residents (or their families/POA if they don't have mental capacity to make that decision) can now choose one person to be included in their five named visitors as an 'essential care giver'. This key visitor should be someone who they feel is "key" to their wellbeing (physical or emotional), and who helps them feel "happier and well".</i> <i>The key visitor will be able to visit them more often, flexibly and for longer periods, as well as being able to continue visiting even when there is an outbreak, or the resident is in isolation (e.g. following discharge from hospital).</i> <i>In the government guidance, they call this key visitor an 'essential care giver' but this doesn't mean that they have to provide any type of</i>	Pennington Court have "essential Care Givers" however this is a misleading title and so we have asked that if anyone wishes to become an "essential care giver" they contact the home to discuss this further this is also advertised in our newsletter.	Home manager and all senior staff	Already in place.

<i>personal or practical care (although this may be agreed in discussion with the care home). Because more frequent and flexible visiting carries more risk, the key visitor will need to agree to have the same testing as care home staff (one PCR test and two lateral flow tests a week) and follow the same infection control procedures as them."</i>			
2. In Leeds, there is generally a low awareness amongst relatives that ALL care home residents can now nominate an essential care giver. Consider helping to raise awareness of the role by including information about it on your website.	We advertise this in our visiting policy which is given or sent to relatives and residents. We also advertise this in our newsletter	Manager and all senior staff	Already in place
3. Ensure that all staff are regularly updated with any key changes in the government visiting guidance or care home visiting policy so that they can answer any queries from residents or relatives if asked.	All staff are made aware of any changes and a visitor's policy is shared with them and is always available at reception.	All staff	Already in place
4. Make sure that residents' needs and wishes are routinely and consistently taken into consideration when drawing up individual risk assessments or visiting care plans. Where residents don't have mental capacity to be involved in these decisions, make sure families are involved in these discussions.	Pennington Court facilitate as many meaningful visits as possible for all residents this is on an appointment basis to ensure that it is a fair process.	All staff	Already in place
5. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	Were possible we would share the residents risk assessments with the resident and relatives	All Staff	Already in place as many visitors have been part of the risk assessment process.

6. Consider ways of enabling residents to have longer visits. Some questions to consider: ➤ Is your policy based on individual risk assessments for the residents, that takes into account individual needs? individual assessments are needed to consider the impact of a 30-60-minute visit for each resident, including whether such timed visits are appropriate for them and meet their wellbeing needs. ➤ If not being done already, have you considered enable visits to take place in residents' own rooms? This would allow the visits to be as long as appropriate for each resident, to better meet their wellbeing needs. It would also create a more natural, relaxing environment for the visit which will be more beneficial for the resident.	At Pennington we have allocated an hour per visit in order to allow as many visits as possible in a day, if a visitor needs to complete a test before their visit, we do not deduct this from the visit but ask any visitor who requires a test to arrive 30 mins before the visit starts. Pennington is a large home, and we are striving to ensure that all our residents have the opportunity of a visit from friend and family	All staff	Already in place
7. Consider having one or two evenings a week when relatives could visit.	Pennington is looking into this however at this moment we do not have the staff to facilitate this, and this is a busy personal care time for the home. We will look to how we can facilitate an evening visit.	Home manager and senior team.	As soon as this can be facilitated.