

Service Provider Response Form

Name of Service: Wykebeck Court Care Home

Date 14/07/2021

Name of Service Provider: Bupa

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 to families. <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>	On the 21st June 2021 a letter was sent to all next of kin informing them the updated guidelines regarding Essential care giver. Since the letters were posted, we have had two families who have now been nominated as Essential care givers. Essential care givers complete an Orientation Guide which they sign. They participate in PCR and LFT testing		No further action

<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. Consider using the above messaging around essential care giver on your website. The bupa website states, <i>"In exceptional cases, residents are able to have an essential care giver"</i>. The guidance has now changed to enable ALL residents to nominate an essential care giver, not just in exceptional cases.	14/07/2021 I have alerted Bupa communications department who are responsible for updating our websites about the additional/updated information required.		No further action
3. Continue to make sure that residents' needs and wishes are 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.	Each resident has a visiting care plan which considers their needs and wishes around visiting. All of our residents, even those with dementia have the mental capacity to express simple wishes around visiting. Residents and relatives are asked at each visit if it has been successful. No relatives or residents have aired any concerns around visits.		No further action
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	A visiting risk assessment for each resident is completed/updated on each visit with the relative at the same time as the visitor.		No further action
5. Consider ways of enabling residents to have longer visits. Some questions to consider:	Relatives are now aware that they can complete LFT tests at home; if that is done then it increases the		No further action

➤ 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. ➤ Are you allowing visitors to take tests at home and bring proof of negativity on their visit (as permitted now in the Government guidance)? This would reduce your admin burden for 'processing' visitors on arrival.	amount of time spent with the resident. Two residents now have chosen to have Essential Care Giver visits which increases the amount of time spent with residents who are benefitting from the extended time. Indoor visits have always taken place in the residents own bedroom. Some residents are now going out with relatives.		
6. Consider providing more seating in the garden area so that people can meet outside.	There is plenty of seating in a secured outside area, but we are unable to use it for visiting as access to it is through the building meaning relatives would have to pass other residents' bedrooms.		No further action