

Service Provider Response Form

Name of Service: Kingston Nursing Home

Date: 23/9/21

Name of Service Provider: Cartwright Care

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Keep up the good work communicating and encouraging to all relatives about 'essential care givers' 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>	This is already in place. However, the home manager will reinforce below. Visiting is very flexible where possible staff and residents have been involved in the decision to get everyone on board. All residents that want them, now have essential care givers allocated. However due to the relaxing of restrictions others can also visit including children and some pets are also allowed in the garden area. If there is an outbreak, then visiting will be reviewed on an individual/ risk basis. We do have a visiting pod which is no longer in use as it is not required but could be introduced during an outbreak. All relatives are compliant with testing, wearing of masks and hand washing and these procedures will continue to enable	Home manager and all staff members who are in contact with relatives and visitors.	Everything is in place 23/9/21 Flexible visiting with all safety measures now 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>	visiting in a safe environment. Daily meetings are in place with regular reviews and update. The home also has continued to support residents going out with families and even holidays which occurs several times a week. 100% of staff have been vaccinated. The home has robust risk assessments in place both individually, and a generic one for visiting which clearly states we will support families and enable them to visit but that we can only reduce the risk and not completely guarantee no infection, of which they have all signed .		
2. Communicate a reminder to all relatives about alternative visiting options such as outdoor visits, and whether visits are available on evenings.	This has been communicated in a newsletter and displayed on the door. Visits are available any time and we do have evening visits. Outdoor visits are available. Also a face-to-face resident/relative meeting has been conducted and by request will happen every six weeks alongside the three monthly newsletters. We are also having face to face reviews. Some residents go	Home manager	Already in place. Visiting policy reviewed 23/9/21. No limit on times they can visit. But still has to be by appointment and usual lateral flow if in the building

	out daily with families and individual risk assessments are in place.		
3. Consider improvements to the garden area to enable residents to access the fresh air outdoors more easily.	Improvements are ongoing to improve the outside area. Discussions have taken place in a resident/relative meeting. Budget is to be allocated. chairs have been situated outside and we are looking at purchasing some chickens, and we are starting a vegetable patch and some raised Beds. The outside area is easily accessible, and the door is always open for residents/families to access.	Home manager, maintenance and volunteers	Work has commenced but will be fully completed for the start of next summer.