

Service Provider Response Form

Name of Service: Moorleigh Nursing Home

Date: 2/9/21

Name of Service Provider: Lions Meadow Ltd

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Communicate a reminder 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</i>	A letter has been done to go to out to relatives explaining the Essential care giver role. The letter will also include details of our visiting arrangements and any up-to-date information about visiting at Moorleigh.	Home Manager Administrator	Sept 2021

<i>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 personal or practical care (although this may be agreed in discussion with the care home).</i> <i>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. 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.	New visiting Care plans to be put in place to identify the resident preferences for nominated visitors and essential caregiver visitors.	Home Manager Nurses Team Leaders.	Ongoing process
3. Ensure that copies of residents’ individualised risk assessments/visiting plans are routinely shared with relatives.	New visiting Care plans to be put in place to be shared with relatives to identify the resident preferences for nominated visitors and essential caregiver visitors.	Nurses Team Leaders	Ongoing process

4. If it is already possible to visit at evenings or during the weekend, make sure that all relatives are aware of this option. If this isn't possible, consider making this an option so that friends or relatives who work have more options of when they can see loved ones.	We have already put weekend visiting back in place as per the appointment system.		Ongoing appointment system
5. If the home's visiting policy currently enables residents to go on trips and visits out of the home in line with current national visiting guidance, make sure that all relatives are reminded of this, as awareness is currently low. If visits out are not yet included in the visiting policy, make sure that this enabled in line with national guidance and that any changes are communicated to relatives.	A letter is being done to go to out to relatives to inform them that visits out of the home can now take place with prior arrangement with the Home.	Home manager Administrator	End Sept 2021