

Service Provider Response Form

Name of Service: Primrose Court Care Home

Date: 21/9/21

Name of Service Provider: Anchor

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</i>	This is already clearly communicated through our business continuity plan, risk assessment, visitor guidance and weekly district manager calls. Essential care givers are welcomed into our home along with all named visitors for our residents. Our approach to visiting is also clearly detailed on our website. We share regular updates with resident's loved ones through our newsletters and letters. We also have regular contact with our families via telephone calls. We follow government guidance and when changes happen, we communicate these changes to all our residents and their families. Letters are sent to families informing them of these changes		

<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.	We undertake detailed pre-admission assessments prior to residents moving in so that we can ensure we can meet residents’ needs. These plans are reviewed on a monthly basis with the resident and their loved ones, either face to face or virtually.		
3. Ensure that copies of residents’ individualised risk assessments/visiting plans are routinely shared with relatives.	As above. We involve resident’s loved ones in their monthly care reviews. If families wish to see care plans we ask that they complete a subject access request in order to safeguard our resident’s confidentiality and privacy in line with GDPR requirements		

4. Communicate a reminder to all relatives about the availability of evening visits.	We operate a booking system for visits and routinely share information about visits with resident's loved ones. Essential care givers are welcome to stay for as long as the resident needs them to stay. Evening visits are available to all families		
5. If not already happening, consider enabling visits in the garden.	We currently offer window visits, as well as named and essential carer visits. Only named visits are paused in the event of an outbreak,		
6. If not already happening, enable other visitors besides the nominated essential care giver to visit in residents' rooms so that they can have more contact with other family members and friends in the comfort of their own room.	We already offer named visits. However, these are paused in the event of an outbreak and loved ones are offered an alternative type of visit - window visit.		