

Service Provider Response Form

Name of Service: Willow Bank Care Home

Date: 02/09/21

Name of Service Provider: Maria Mallaband

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 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>	Communication was sent to all families on the 18th May 2021 advising that one person could be named as essential care giver and the definition of what this meant. Further communication will be distributed to families	Manager	9-9-21

<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. We couldn't find any up-to-date information about how relatives can become essential care givers on the Maria Mallaband website.	Website has links directing to Government information. This will be brought to the attention of Senior Managers	Manager	9-9-21
3. 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.	Relatives have been involved in discussion in terms of named visitors to the service. There have not been any concerns raised. Individual risk assessments to be discussed with families for residents who are deemed not to have capacity.	Clinical Lead/Support staff/Administrator	30-9-21
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	Visiting Plan and risk assessment to reviewed	Clinical Lead/Support staff/Administrator	30-9-21
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	Relatives have participated in outdoor trips outside of the home. Outdoor entertainment has been provided for the people we support. Further communication to be sent to relatives		9-9-21

this enabled in line with national guidance and that any changes are communicated to relatives.			
6. If not already in place, introduce indoor visits for visits with accompanying children in line with the national visiting guidance.	Indoor visits are taking place with grandchildren.		