

Service Provider Response Form

Name of Service: Ghyll Royd Nursing Home

Date: 22/10/2021

Name of Service Provider: Ghyll Royd Nursing Home Ltd

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 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 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>	This will be communicated to all relatives via the weekly Manager's Message, sent via email.	Home Manager	Friday 29/10/2021

<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. In Leeds, there is generally a low awareness amongst relatives that ALL care home residents can now nominate an essential care giver. Consider helping to raise awareness of the role by including information about it on your website.	The suggested wording provided by Healthwatch Leeds will be forwarded to our Marketing Manager for use on the Home's website.	Home Manager and Marketing Manager	Friday 29/10/2021
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.	This approach will be communicated to each unit in the Home and to all colleagues via regular meetings and staff huddles.	Home Manager, Deputy Home Manager and Unit Managers	Monday 25/10/2021
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	Our electronic care planning system now provides some limited access for relatives, and they can use this to view risk assessments and some care records.	Home Manager to monitor	With immediate effect.

5. Send a reminder to make sure that all relatives are aware of the different visiting/visits out options and the times that they can visit.	To be included as above in the weekly Manager's Message.	Home Manager	Friday 29/10/2021
6. Consider anything that could be put in place to aid communication and quality of experience for residents with advanced dementia such as; • Introducing see-through masks to aid communication • Taking advice from the Leeds Community Healthcare Infection Prevention and Control nurses about risk assessing the possibility of replacing gloves with good hand hygiene to enable essential care givers to have skin to skin contact with residents who would benefit from this.	To discuss with the Home's Quality Assurance Manager. To contact Leeds Community Healthcare Infection Prevention and Control nurses for further advice.		Friday 12/11/2021