

## Service Provider Response Form

Name of Service: Meadowbrook Manor

Date: 04/10/2021

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| Healthwatch Leeds Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Service Provider Response<br>(including any actions you will take)                                                                                                                                                                                                                                                                                                                                     | Who is responsible | When will this be implemented by                                    |
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| <p>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.</p> <p><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></p> <p><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></p> <p><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></p> | <p>All relatives/friends have been sent a letter with a description of what an essential care giver is, and been asked to nominate an individual who will be the regular visitor should the home go into another lockdown. If the resident has capacity, it has been explained that the decision of who the ECG would be needs to be made along with the resident and needs to have their consent.</p> | <p>A. Drury</p>    | <p>Already in place, waiting for relatives to nominate the ECG.</p> |

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| <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. 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.                                                                                                                 | We are in the process of updating our website.<br>As stated above, letters have been sent out to all residents and their families with information regarding ECG's and a list will be compiled with each resident's wishes/choice. Posters have been put in all visitor areas. | A. Drury | In place, ongoing |
| 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.                                               | We have monthly residents' meetings and the visiting procedure within the home is explained.                                                                                                                                                                                   | A. Drury | Ongoing           |
| 4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.                                                                                                                                                                                                                                     | We have a generalised Covid visiting policy. As the home is open for unlimited visiting, we are not currently using individualised visiting plans. Should this change, updated visiting plans will be put in place and shared with relatives/friends.                          | A. Drury | Ongoing           |
| 5. Consider ways of enabling residents to have                                                                                                                                                                                                                                                                                                              | We have at all times followed                                                                                                                                                                                                                                                  | A. Drury |                   |

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| <p>longer visits. Some questions to consider:</p> <ul style="list-style-type: none"> <li>➤ Is your policy based on individual risk assessments for the residents, that takes into account individual needs? individual assessments are needed to consider the impact of a 30-60-minute visit for each resident, including whether such timed visits are appropriate for them and meet their wellbeing needs.</li> <li>➤ If not being done already, have you considered enable visits to take place in residents' own rooms? This would allow the visits to be as long as appropriate for each resident, to better meet their wellbeing needs. It would also create a more natural, relaxing environment for the visit which will be more beneficial for the resident.</li> </ul> | <p>government guidelines in regard to visiting. As the government have eased restrictions in care homes over the last few months our visiting policy has changed. Our residents are now able to have unlimited visiting time in their room, the outside area or the visiting room if unoccupied. Families are asked to continue to follow social distancing rules, carry out a lateral flow Covid test on the day of visiting and produce a negative result before entering the home, continue to wear PPE and to give the home a courtesy call when they would like to visit. A letter or email will be sent out to the residents' families in the coming days asking them to nominate a next of kin who will be the residents essential care giver, should a lockdown occur during the winter period and the essential care giver will be able to come in daily.</p> |  | <p>In place</p> |
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