

Service Provider Response Form

Name of Service: Springfield Care Home

Date: 12/10/21

Name of Service Provider: Springfield Healthcare

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 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>	Email to be sent to all relatives detailing the "essential care giver role".	Home Manager / HR.	08/09/2021

<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.	Email to be sent to all relatives detailing this information. This information is also readily available on the website.	Home Manager / HR	08/09/2021
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.	Ensure discussions are held regularly when completing risk assessments with families and the individual themselves to ensure the correct information is documented.	Home Manager / Deputy Manager / Senior Care Staff	Immediate and as per each risk assessment being completed.
4. Ensure that copies of residents’ individualised risk assessments/visiting plans are routinely shared with relatives.	To be reviewed once risk assessments are completed to ensure families receive.	Home Manager / Deputy Manager	As per risk assessments being completed.
5. Increase the number of days and times that family and friends can visit so that people can visit more often.	Review of the visits in the home and introduce more bedroom visits.	Home Manager / Well-Being Assistant.	04/10/2021
6. Send a reminder to all residents about all of the visiting options available including indoor visits, ‘essential care giver’, and any other alternative visiting options such as window visits, pod or garden visits.	Documentation to be composed to detail visits which are available in the home.	Home Manager / HR	15/10/2021

7. Remove the half an hour time limit for friends and relatives taking their loved one for a visit out of the care home. Visits out of the care home should be individually risk assessed and not subject to a blanket rule.	To review the timescale on outside visits and remove where appropriate.	Home Manager / Well-Being Assistant.	08/09/2021.
8. Consider ways of enabling residents to have visits that are longer than half an hour. Some questions to consider: ➤ 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. ➤ 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.	To review each visit pending on timescale of the visit and ensure there is no time restriction on the visits. In room visits started to commence for residents. As well as visiting room, garden and taking residents out.	Home Manager / Regional Well Being.	04/10/2021