



Residents' and relatives' experiences of returning to visiting Leeds Care homes

Corinthian House Care Home

June-July 2021

Introduction

Since July 2020, there has been a series of changes in [government guidance on care home visiting during the Covid-19 pandemic](#) which has meant that care homes have gradually been able to welcome families back in to visit their loved ones.

Healthwatch Leeds in partnership with Leeds City Council wanted to find out about residents' and relatives' experience of visiting in care homes as part of our work as a city to enable meaningful visiting across Leeds.

We contacted individual care homes and asked them to post out survey packs to named contacts of all residents. The packs contained surveys for both residents and relatives, and we asked relatives to help residents to complete the survey where appropriate. We provided a freepost envelope so that people could return the completed surveys directly to Healthwatch Leeds.

The survey was also available to complete online via a link that was shared widely with both individual care homes and with the general public via social media and various ebulletins and newsletters.

For each care home that took part, we have produced an individualised report from the surveys that were completed about their care home including a summary of the data for each question.

Since this was an anonymous survey, some of the answers to the questions may have been blanked out so as not to reveal any information that might identify the respondents.

Our Findings

- The survey was completed by 1 resident and 8 relatives/friends
- The satisfaction from relatives and residents was generally good with respondents saying that given that care homes have to follow government guidance on visiting, they would rate their experience of seeing their family or friends as excellent (2 responses) or very good (5 responses), average (1 response) and very poor (1 response). The person that rated it very poor said that the experience of booking appointments had been poor and that they wanted more flexibility around when outdoor/pod visits

could be booked (currently, they said these were only available at the weekend). It is worth noting however that another relative commented, “booking a visit is easy.”

- The majority of relatives (63%) understood the role of essential care giver. One said they didn’t, and two didn’t know. The majority (75%) didn’t know whether the home was enabling this role.
- The majority of relatives (75%) were aware that they could take their loved one out to low risk outdoor places.
- Half of the relatives were aware that there were alternative visiting options (e.g. screened and outdoor visits) for people who weren’t nominated visitors.
- It was encouraging to see that relatives reported being able to visit multiple times a week, with four saying they could visit as many times as they wanted, one saying they could go three times a week, and another saying it varied depending on availability. There was a mix of responses as to how long they could stay for, varying from ‘15-20 minutes’ (1 response) to ‘there is no time limit’ (5 responses).
- The majority of relatives were aware that visits could be booked during the day in the week. There was less awareness that visits could be booked at the weekend, with only one person clear that that was possible, saying that pod or garden visits could be booked at the weekend only, and indoor visits during the week. The majority of relatives said that they didn’t know whether visits could be booked during the evening.
- There was a mixed response to whether relatives said they’d seen a copy of the individualised risk assessment/visiting plan for their loved one. Three said they had, three said they hadn’t and two weren’t sure.
- Seven out of the eight relatives said that their loved one didn’t have capacity to make decisions around visiting, one wasn’t sure. Only two relatives said that a family member was involved in developing the risk assessment/visiting plan to express the resident’s wishes and needs on their behalf. Four said they hadn’t had any input.

- The majority (8 out of 9) of residents and relatives responding to the survey, felt that the visiting options available met their needs. One person said, *“Always brought wife out of the lounge and into her room. Safety measures and separate testing area makes things feel safe”*
- One person said that they felt that visits and testing were very well organised with the option to either do the test at home or at the care home. Another person commented that it was good that they were kept informed by email.
- One person commented on the poor wifi in the home, and another said it would be good if there was more space to wait for their Covid test results.

Our recommendations

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 to families.

“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”.

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).

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).

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.”

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.
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.
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.
5. Consider introducing more flexibility into when different types of visits can occur so that people who prefer a pod or garden visit can have visits during the week, and those who would benefit from an indoor visit can have visits at the weekend.

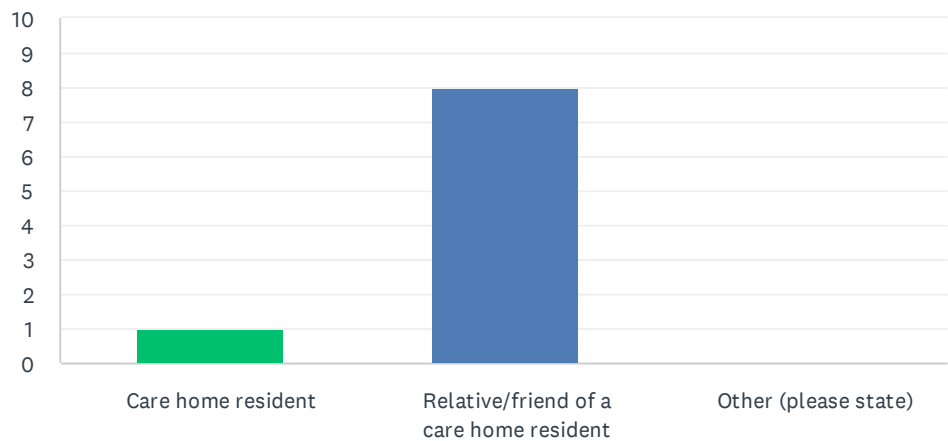
Next Steps

The report will be shared with the care home, and we have asked them to share it with residents and their relatives or friends. It will also be shared with Leeds City Council and be publicly available on the Healthwatch Leeds website.

We will agree with the care home, the next steps to be taken in response to our recommendations and work with them to ensure any agreed actions are followed through and implemented. We will undertake any follow up work required to ensure there are real changes made to the service so that it is a good experience for everyone.

Q2 Are you a...

Answered: 9 Skipped: 0

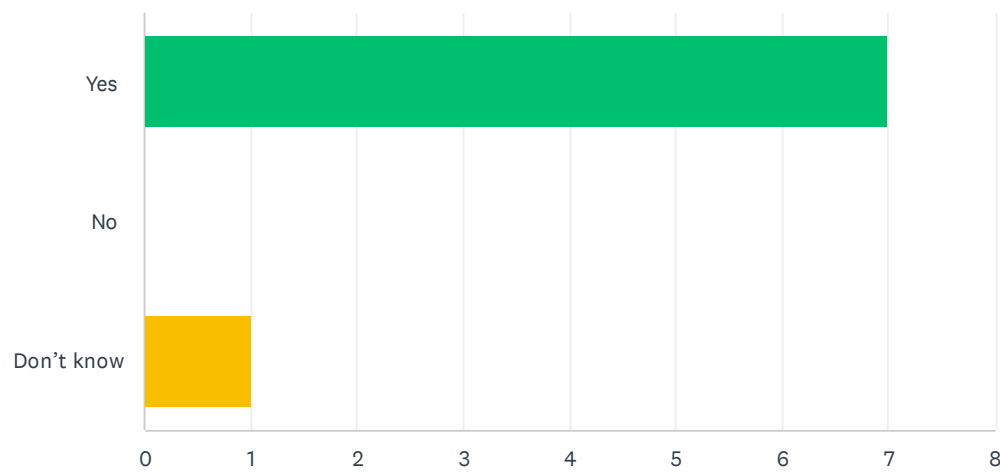


ANSWER CHOICES	RESPONSES	
Care home resident	11%	1
Relative/friend of a care home resident	89%	8
Other (please state)	0%	0
TOTAL		9

#	OTHER (PLEASE STATE)	DATE
	There are no responses.	

Q3 Is your care home enabling your loved one to have nominated visitors who can visit indoors?

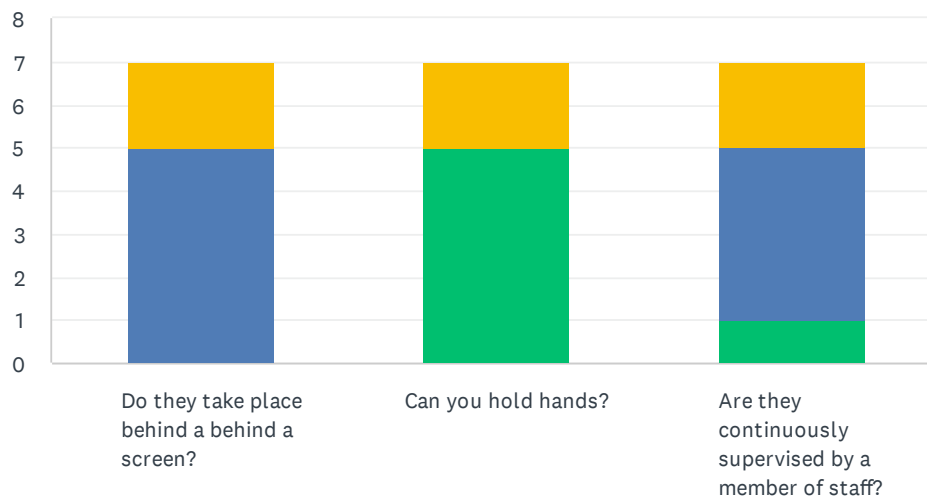
Answered: 8 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		88%	7
No		0%	0
Don't know		13%	1
TOTAL			8

Q4 If yes to Q3, please tell us more about the indoor visits:

Answered: 7 Skipped: 2

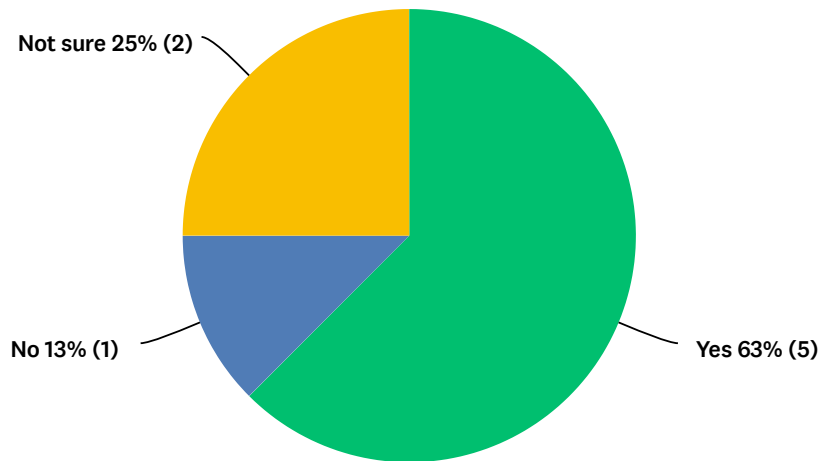


Yes No Don't know

	YES	NO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Do they take place behind a screen?	0% 0	71% 5	29% 2	7	2.29
Can you hold hands?	71% 5	0% 0	29% 2	7	1.57
Are they continuously supervised by a member of staff?	14% 1	57% 4	29% 2	7	2.14

Q5 Do you understand the role of 'essential care giver' (as outlined in the government guidance on care home visiting)?

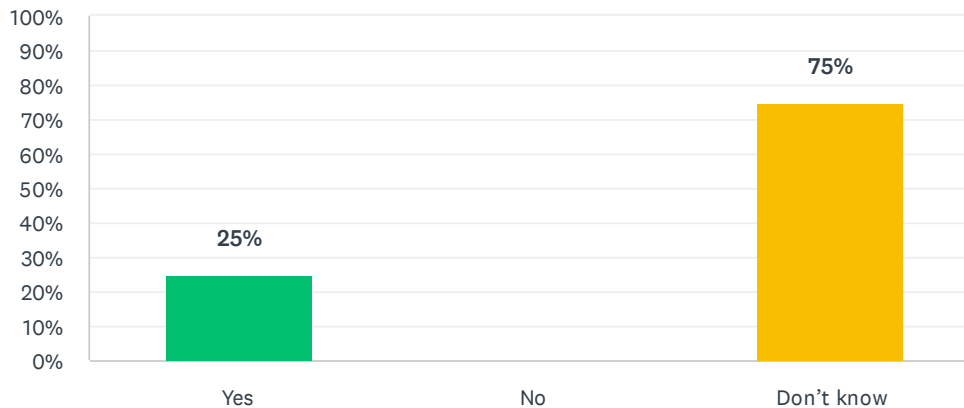
Answered: 8 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		63%	5
No		13%	1
Not sure		25%	2
TOTAL			8

Q6 Is your care home enabling the use of 'essential care givers', nominated by residents, where it is felt that their emotional and practical support is central to a resident's health and wellbeing?

Answered: 8 Skipped: 1

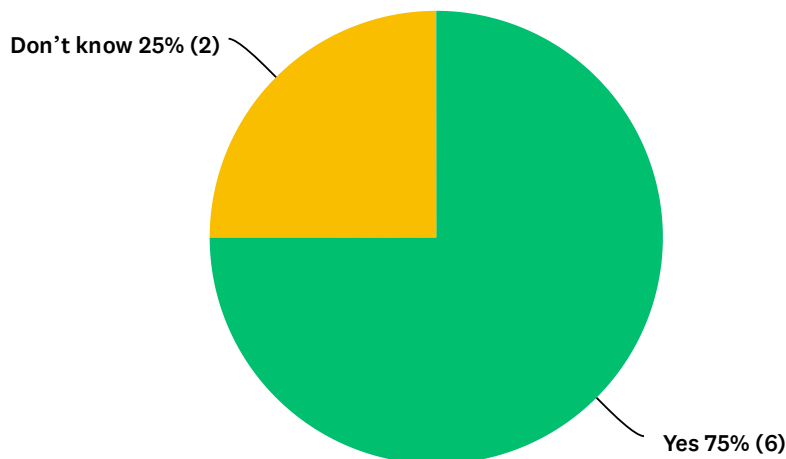


ANSWER CHOICES	RESPONSES	
Yes	25%	2
No	0%	0
Don't know	75%	6
TOTAL		8

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	When my relative was in hospital, they weren't well or eating and care home believed they were on their way out but since visiting was allowed they have improved. Because of the circumstances they allowed all of the family to visit 1 at a time. Was told that everyone gets 5 visitors. Not told about an essential care giver. But doors are open and booking a visit is easy.	11/12/2021 3:10 PM
2	I am able to visit when I want and stay as long as I want and help with needs, wearing PPE and do Flow test	7/21/2021 1:22 PM

Q7 Does the care home enable nominated family members to take loved ones out of the care home to lower risk outdoor places e.g. your garden or a local park?

Answered: 8 Skipped: 1

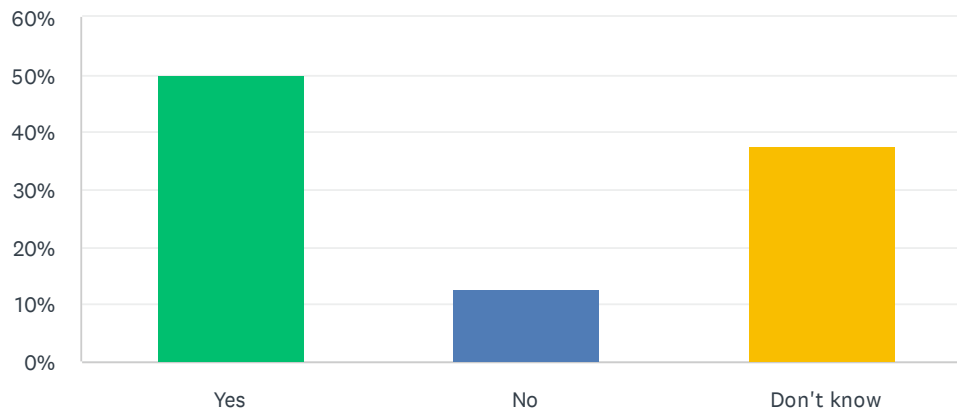


ANSWER CHOICES	RESPONSES	
Yes	75%	6
No	0%	0
Don't know	25%	2
TOTAL		8

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	Relatives have taken residents out into the garden. Don't know about outside of the home. Saw someone being taken out in a car but don't know if they were leaving or having a trip out. Relative isn't very well and can't talk and bed ridden.	11/12/2021 3:10 PM
2	My visits are presently restricted to 'pod' or garden or internet - (my choice)	11/12/2021 2:37 PM

Q8 Are other visiting options (eg. screened or outdoor visits) available for other friends and family members who aren't nominated visitors?

Answered: 8 Skipped: 1

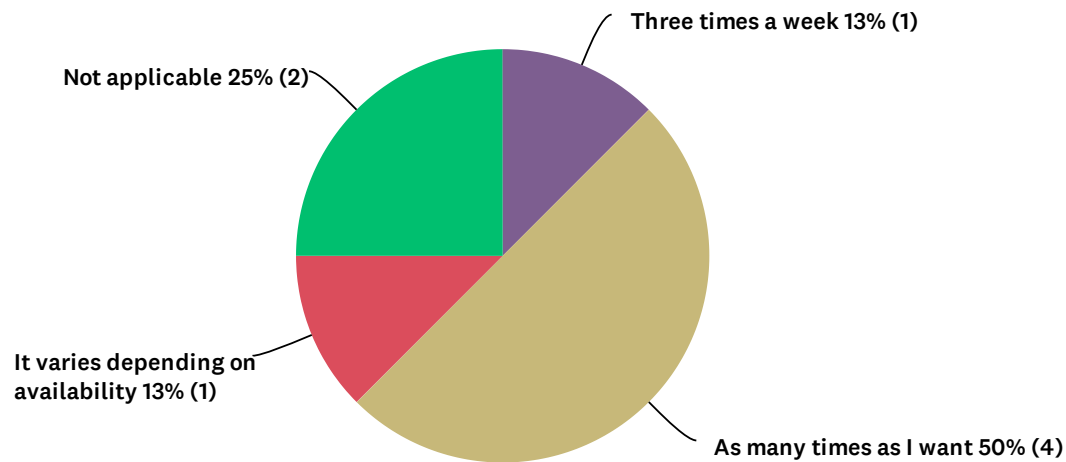


ANSWER CHOICES	RESPONSES
Yes	50% 4
No	13% 1
Don't know	38% 3
TOTAL	8

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	5 people can visit now. It is in the bedroom.	11/12/2021 3:10 PM
2	My relative only has me and my son, but my son because of where he lives uses facetime.	11/12/2021 2:37 PM
3	Other family members can visit inside once a week with PPE and Flow test.	7/21/2021 1:22 PM

Q9 How often are you able to have an indoor visit?

Answered: 8 Skipped: 1

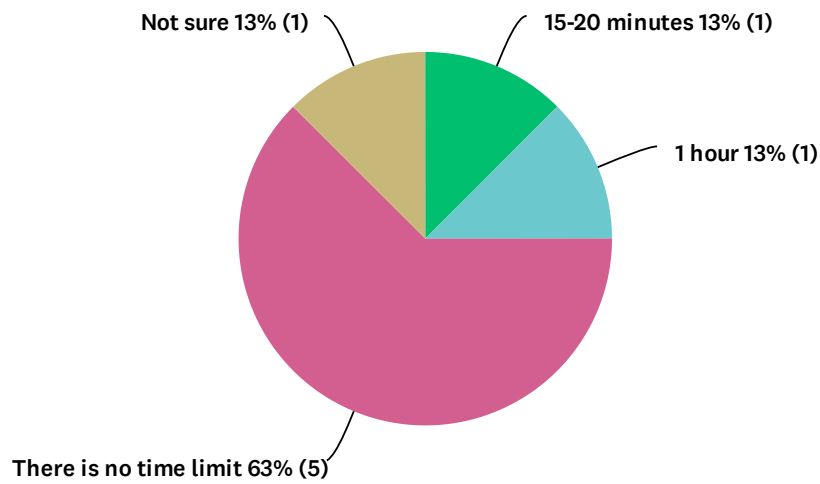


ANSWER CHOICES	RESPONSES	
Once a month	0%	0
Once every three weeks	0%	0
Once a fortnight	0%	0
Once a week	0%	0
Twice a week	0%	0
Three times a week	13%	1
Four times a week or more	0%	0
As many times as I want	50%	4
It varies depending on availability	13%	1
Not sure	0%	0
Not applicable	25%	2
Other (please specify)	0%	0
TOTAL		8

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q10 If your care home is offering indoor visits, how long can you usually visit for?

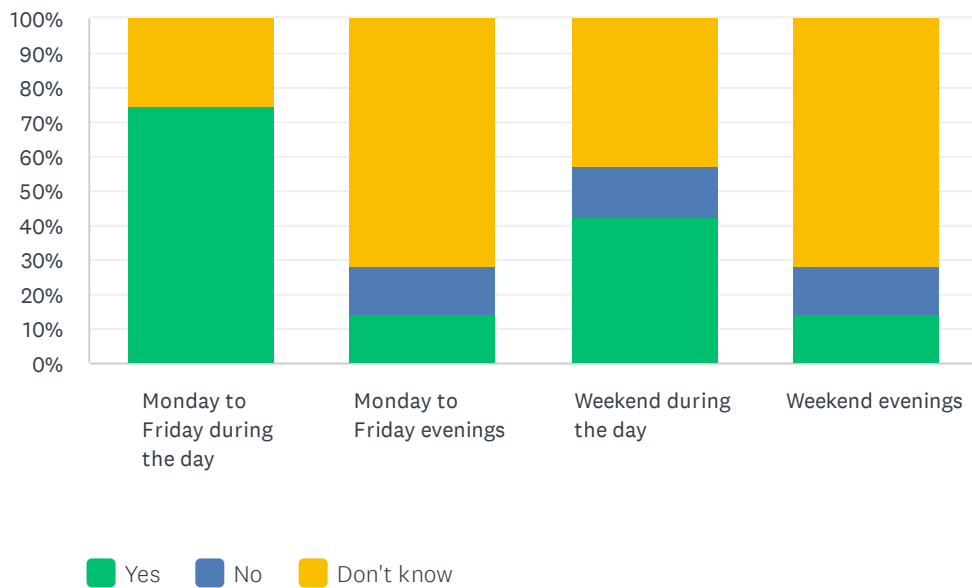
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
15-20 minutes	13%	1
25-35 minutes	0%	0
40-50 minutes	0%	0
1 hour	13%	1
1.5-2 hours	0%	0
more than 2 hours	0%	0
There is no time limit	63%	5
Not sure	13%	1
TOTAL		8

Q11 Is it possible to book visits at the following times?

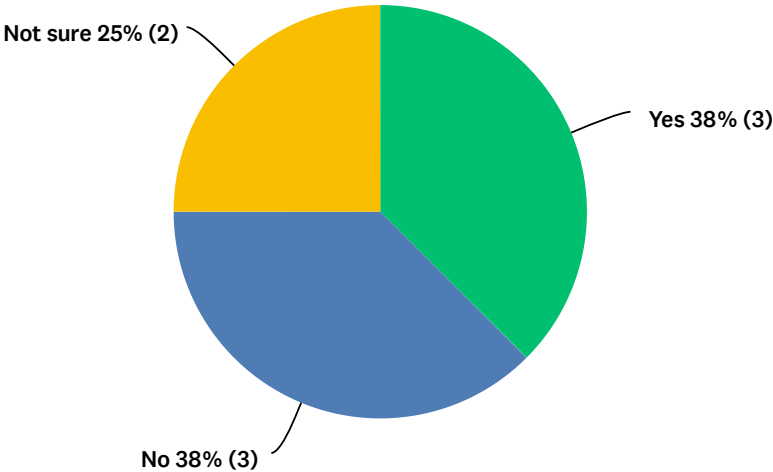
Answered: 8 Skipped: 1



	YES	NO	DON'T KNOW	TOTAL
Monday to Friday during the day	75% 6	0% 0	25% 2	8
Monday to Friday evenings	14% 1	14% 1	71% 5	7
Weekend during the day	43% 3	14% 1	43% 3	7
Weekend evenings	14% 1	14% 1	71% 5	7

Q12 Have you seen a copy of the individualised risk assessment or visiting plan that the care home has done around visiting?

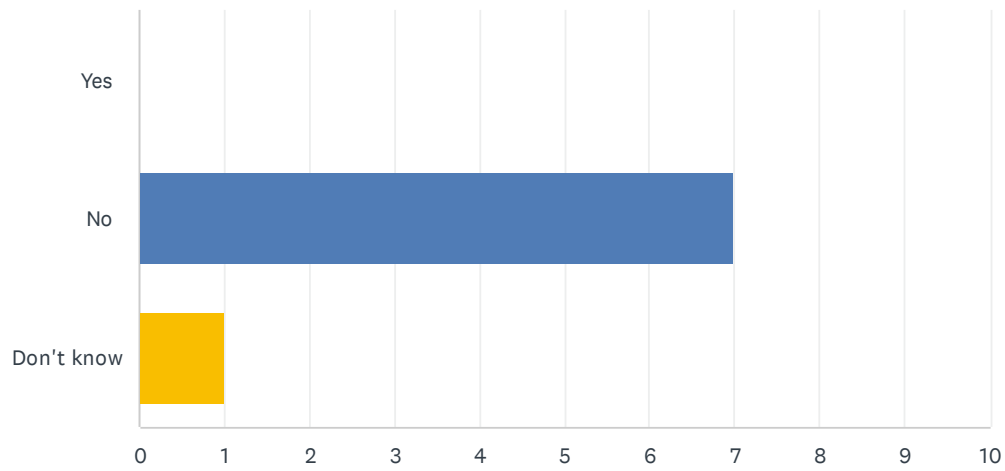
Answered: 8 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		38%	3
No		38%	3
Not sure		25%	2
TOTAL			8

Q13 Does your loved one have mental capacity to be involved in decisions around visiting?

Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	0%	0
No	88%	7
Don't know	13%	1
TOTAL		8

Q14 If they DO have capacity, was your loved one involved in the development of a risk assessment or visiting plan and their needs and wishes considered?

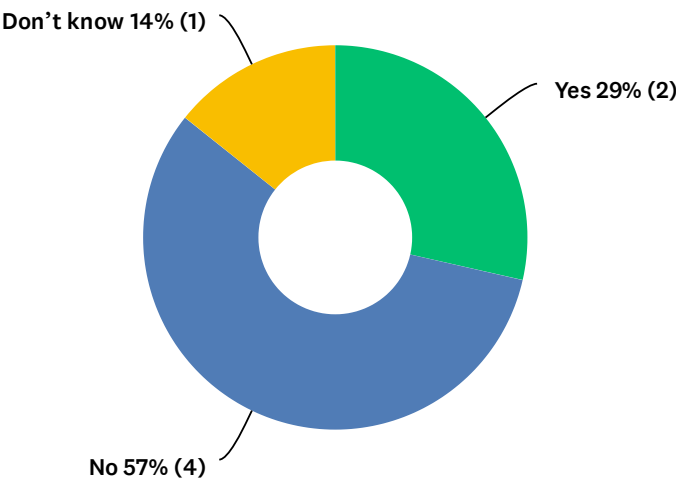
Answered: 0 Skipped: 9

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0%	0
No	0%	0
Don't know	0%	0
TOTAL		0

Q15 If they DON'T have capacity, were you or another family member involved in developing the risk assessment/visiting plan to express their needs and wishes on their behalf?

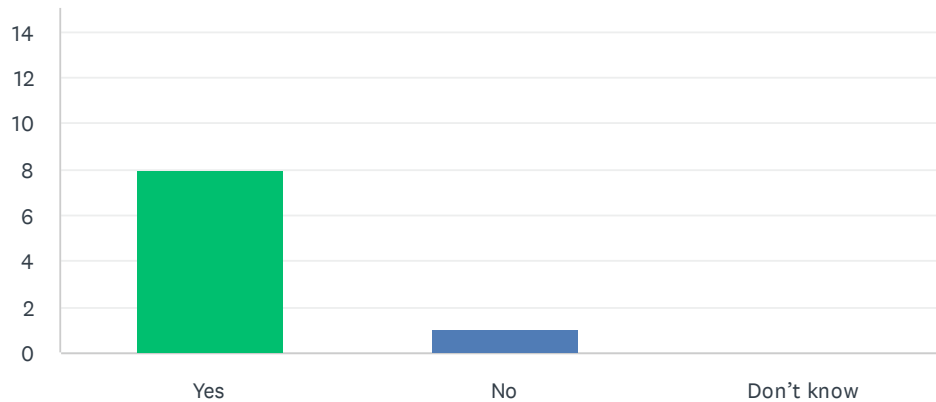
Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	29%	2
No	57%	4
Don't know	14%	1
TOTAL		7

Q16 Do you feel that the current visiting options made available to you meet your / your loved one's needs?

Answered: 9 Skipped: 0

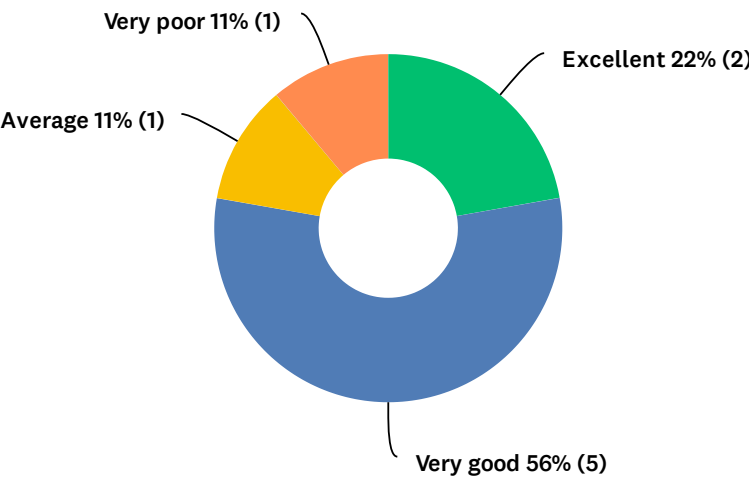


ANSWER CHOICES	RESPONSES	
Yes	89%	8
No	11%	1
Don't know	0%	0
TOTAL		9

#	TELL US MORE ABOUT WHY YOU CHOSE YOUR ANSWER HERE	DATE
1	Always brought my relative out of the lounge and into their room. Safety measures and separate testing area makes things feel safe	11/12/2021 3:10 PM
2	I had practically NO contact with my relative for the first 8 months of COVID. Very poor management - but they were replaced in February 2021. No care plan made! I asked to see it but was told - don't have one! Advanced dementia has many 'faces'. Very up and down. You never know what to expect.	11/12/2021 3:04 PM
3	I am allowed to spend time with my relative and do things for them.	7/21/2021 1:58 PM
4	I can visit as much as I want.	7/21/2021 1:26 PM
5	Apart from having to wear PPE, it works well as I am able to visit whenever I want for however long I want.	7/21/2021 1:11 PM
6	Being kept informed	7/14/2021 4:10 PM

Q17 Given that care homes have to follow government guidance on visiting, how would you rate your experience of seeing your family or friends in the care home?

Answered: 9 Skipped: 0



	EXCELLENT	VERY GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	22%	56%	11%	0%	11%	9	2.22
	2	5	1	0	1		

Q18 Please use this space to tell us what works well in relation to the way your care home has organised and enabled visits.

Answered: 6 Skipped: 3

#	RESPONSES	DATE
1	Testing is done before you enter the main bit of the building which seems safe and separate. If you do a test at home you ring the bell and pass details and go in. Get given PPE, mask, apron and gloves. Good relationship with staff members.	11/12/2021 3:10 PM
2	From early 2021 (February)? a 'pod' was purchased for the home to make visits possible. However, it is of 'low' quality. My relative is very hard of hearing, so I have to resort to shouting through the intercom system. Background noise far too loud. Nothing has worked well for me. The home has very poor internet quality too and no sign of improving any time soon!	11/12/2021 3:04 PM
3	As long as I prove I have got a negative test result i can visit them when I want.	7/21/2021 1:58 PM
4	From my experience they have made arrangements work as well as they were able, to keep everybody safe.	7/21/2021 1:26 PM
5	I have been allowed to visit up to 7 time weekly, following negative testing and using full PPE. Prior to this I was allowed to visit weekly in a pod - but this was not ideal for my relative who suffers from Dementia.	7/21/2021 1:11 PM
6	Very well. kept informed by email	7/14/2021 4:10 PM

Q19 Tell us about any ways that you feel the care home could improve visiting (whilst obviously still following the current government guidance).

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	They are doing a lot of decorating at the moment with a few people coming in and out. It will be nice when they finish doing it up.	11/12/2021 3:10 PM
2	When care home were allowed to re-open on Government Guidelines, my choice was originally internet type calls and latterly 'pod and garden' visits. Visitations were during the week are/were restricted to "internal" visits. Garden and pod visits weekends only. My experience of booking ANY appointments has been like "pulling teeth." This has ranged from booked calls that never materialised, to calls up to 35-40 minutes late but by far the most frustrating being ignored. This being despite requests put in writing on email and duplicated on skype.	11/12/2021 3:04 PM
3	They have got it 'right' for visiting	7/21/2021 1:58 PM
4	I do feel it would be nice of we had named link member of staff to liaise with.	7/21/2021 1:26 PM
5	I think they are spot on with visiting at present.	7/21/2021 1:11 PM
6	Cannot visit due to shielding myself	7/14/2021 4:13 PM
7	none	7/14/2021 4:10 PM
8	Cant yet for covid etc	7/5/2021 11:38 AM
9	more space for waiting for LFT to be completed	7/5/2021 11:21 AM

Q20 Finally, please tell us about anything else generally you think the care home does well or any suggestions or ideas for making improvements.

Answered: 8 Skipped: 1

#	RESPONSES	DATE
1	No. If there are any problems, they call him straight away for example his relative was sent to hospital. Keep you updated all the time. There is a new manager who is nice. Everyone does a good job and it has been very good. Used to have entertainment eg singer or bingo or games or film night so that would be good. A few residents have passed away and you get to know other families so thats sad when they do pass. You get to know people. It's like a reunion when events happen, especially singer. Hope they come back soon	11/12/2021 3:10 PM
2	Structure, strategy, written procedures (with copy to family), regular updates on health. Access to written care plans - when they have been completed. I understand my relative has no care plan. Thought this was standard. The newly appointed manager is very committed to turning round this poor quality nursing home. She has and is still putting in good/new practices into place.	11/12/2021 3:04 PM
3	More respect for residents room and personal items.	7/21/2021 1:58 PM
4	I am well satisfied with the care and support we as a family receive as well as my relative.	7/21/2021 1:26 PM
5	More respect for the residents private area (room) and belonging, checking everything is how they would want it to be 'at home'.	7/21/2021 1:11 PM
6	They kept me informed	7/14/2021 4:13 PM
7	Kept informed of all government guidelines	7/14/2021 4:10 PM
8	They do their best	7/5/2021 11:38 AM