

Service Provider Response Form

Name of Service: Corinthian House Care Home

Date 11/11/2021

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 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 personal or</i>	This is communicated to all relatives via a weekly e-mail and a notice will be displayed in the home.	Manager/ deputy managers	Implemented

<i>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.	This is on the company website now. See attached the company information for staff on essential care givers.	Manager/IT	Implemented
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 are currently reviewing all of the resident's care plans and are offering all relatives the opportunity to be involved in this where they, either have permission from the individual concerned or they have lasting power of attorney (LPA) for health. To comply with GDPR.	Nursing staff and care practitioners	31/12/2021
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	Consent is given from the individual resident, or relatives who have LPA will have the opportunity to view the risk assessments during the care plan review.	Nursing staff and care practitioners	31/12/2021
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.	Families and visitors have the choice of where their visit is to take place, either indoor or outdoor. This is seven days a week.	All staff	Implemented