

Service Provider Response Form

Name of Service: Morley Manor

Date: 28/09/2021

Name of Service Provider: W & S Red Rose Healthcare Limited

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Communicate a reminder 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 have sent letters out to all family & friends explaining the role of the Essential Care Giver. We now allow any visits at any time. Visiting is not restricted once a negative lateral flow test has been provided. There is no time limit on visiting now all staff are back at work, as we had a number of staff off with covid.	Manager Manager	Already in place. Already in place.

<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.	Letters already sent out to visitors.	Manager	Already in place.
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 had covid & had no visitors for a while as we closed access to visiting except for essential care givers.	Manager	
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	Manager & Deputy have discussed by telephone.	Manager & staff team.	Ongoing.
5. Consider ways of enabling residents to have longer visits. Some questions to consider:	Having worked through Covid, I feel residents bedrooms are the safest place to allow visiting, so	Manager	Already in place.

➤ Is your policy based on individual risk assessments for the residents, that take 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 enabling 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. ➤ Are you allowing visitors to take tests at home and bring proof of negativity on their visit (as permitted now in the Government guidance)? This would reduce your admin burden for 'processing' visitors on arrival.	visitors are not in communal areas where we feel there would be more risk of putting other residents at risk of Covid and other transferable illnesses. Some of our residents have been going out with families as it was hard for them to social distance within the home as they do not understand Covid and the guidelines. Most visitors are now completing lateral flow tests at home & showing us the results before a visit takes place.	Manager	Already in place.
6. If not already happening, consider having one or two evenings a week when relatives who cannot visit during the day (eg because of work commitments) could visit.	Visiting has been allowed since our outbreak ended in August with no time limits, to assist people who work.	Manager & Staff	Already in place.