

Service Provider Response Form

Name of Service: Seacroft Green

Date: 29/10/21

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</i>	Several of our residents have essential care giver visitors though they may not view themselves under this term. These visitors can visit daily and stay for extended times. In line with guidance these visitors complete weekly PCR test and twice weekly lateral flow tests. Risk assessments are in place for all visitors with a health declaration completed on entering the building. The company has produced an information leaflet this will be displayed and sent to all families regarding our visiting policy and the role of essential care giver, see attached.	Angela Randle / Adel Pangilinan	5.11.21

<i>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 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.	Information relating to the different types of visitors is displayed on our website and the additional information as above will be sent to all families.	Angela Randle / Adel Pangilinan	5.11.21
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.	All residents have a visitor’s risk assessment in place. Those without capacity have MCA assessments and Best Interests documents in place. We are in the process of moving all our care planning to Person Centred Software, all risk assessments will be reviewed during this process, and we will ensure residents or their	Angela Randle / Adel Pangilinan	31.12.21

	representatives are involved in assessments relating to visiting.		
4. Ensure that copies of residents' individualised risk assessments/visiting plans are routinely shared with relatives.	As above, we will involve families as appropriate during the review process and update with any changes	Angela Randle / Adel Pangilinan	31.12.21
5. Send a reminder to make sure that all relatives are aware that they can take their loved one on trips out of the care home, as awareness is currently low.	The numbers who fed back in the survey were very low. Many residents enjoy trips out independently or with a family member. The details of how to plan trips out will be shared in an update to all families to ensure all families are aware they are able to take loved ones out.	Angela Randle / Adel Pangilinan	5.11.21
6. Consider ways of enabling residents to have longer visits. 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. ➤ 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.	Our visiting timetable has been updated to allow more flexibility in visiting. Our main priority is to limit the number of visitors in our reception area and the number of additional people in our home at any time. The new visiting plan allows longer visits as well as visits on evenings and weekend. All visitors are aware they can bring evidence of their test results with them to the home. Several regular visitors do this whilst other continue to prefer to complete a test in our reception area.	Angela Randle	29.10.21