

Service Provider Response Form

Name of Service: The Hollies Care Home

Date: 15/10/21

Name of Service Provider: Garforth Care Homes Ltd

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</i>	A letter has been sent out to all relatives explaining the role of the essential care giver to help give clarity for the families around this.	General manager	Completed 12.10.21

<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. 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 in the home have care plans and risk assessments in place and these are put together with the resident where the resident is able, families will be contacted for review meetings to discuss the care plans and risk assessments in place and the care that each person needs with how those needs are met.	Deputy manager	
3. Ensure that copies of residents’ individualised risk assessments/visiting plans are routinely shared with relatives.	This can be done at the request of the relatives. We can discuss this in reviews outlined above. Reviews with relatives are carried out every 6 months. However, during	Deputy manager	

	the pandemic this has been difficult due to a reduced number of visits into the home.		
4. 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 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 able to take the residents out of the home for as long as they wish to. Due to IPC cleaning etc at this time we are not allowing visitors into other areas of the home unless in cases of end-of-life care or as an essential care giver. The visiting room used is a relaxed environment and visitors are left to have privacy with their loved ones. Visitors are already encouraged to take the test at home to enable a longer visiting time.	Home manager/ Staff	