



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

Berkeley Court 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 one 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 very good (44%) or average (56%).

- Only a quarter of relatives said they understood the role of essential care giver with most of the others saying they weren't sure about it. The majority (88%) didn't know whether or not the home was enabling this role.
- Only two out of a total of 7 relatives said that they were aware that they could take their loved one out to low risk outdoor places. Three relatives said the care home wasn't enabling this and two said they didn't know what the situation was. One person commented, *"At the moment it's no, but will possibly change once more restrictions are lifted."*
- The majority of relatives (63%) were aware that they could take their loved one out to low risk outdoor places.
- The majority of relatives (75%) were aware that there were alternative visiting options (e.g. screened and outdoor visits).
- There was a mix of responses as to how long visits could last for, varying from 15-20 minutes (2 responses), and 25-30 minutes (3 responses) to 40-50 minutes (1 response). The most common response was that visits could take place once a week, with one person saying they could visit twice a week.
- Most relatives who responded were aware that visits could be booked during the day in the week and at the weekend. There was less awareness about whether or not visits could be booked during the evening.
- The majority of relatives (63%) said they hadn't seen a copy of the individualised risk assessment/visiting plan for their loved one.
- Of the six relatives who said their loved one didn't have mental capacity to make decisions around visiting, only one said that a family member had been involved in developing the risk assessment/visiting plan to express their loved ones needs and wishes and needs on their behalf.
- Just over half (56%) of residents and relatives responding to the survey, felt that the visiting options available met their needs. People who felt it did meet their needs commented on the fact that there was good flexibility and visits were welcoming and

safe. People who felt that it didn't meet their or their loved ones needs commented that they would like to be able to visit more often and for longer and be able to have indoor visits at weekends to accommodate working patterns.

“Only available to meet at weekends, behind a screen due to work, have said I would take a Covid test but told not enough staff available. Very frustrating and upsetting.”

“My mum is very happy there and went at the beginning of the pandemic, but my mum has declined so much I feel more visits out would suit her. I would like to be able to take my mum out and it not affect the two weekly visits.”

- When asked what they thought the care home had done well in relation to visiting, people commented that there was a clean, safe environment, visits were well-co-ordinated and there was praise for the great job care staff had done during the pandemic.

“Berkeley Court has done an amazing job at making sure everyone who wants to visit (family) are accommodated.”

- There were a couple of comments about difficulties communicating with the care home. Suggestions to help improve this were to have a ‘named person’ for each resident or an email address for relatives’ enquiries that went direct to the home.

Our recommendations

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 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. 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.
3. Ensure that copies of residents’ individualised risk assessments/visiting plans are routinely shared with relatives.
4. Consider making indoor visiting (without screens) available at the weekend so that there are more options for residents whose family work.
5. If not happening already, consider making trips out of the home available to residents in addition to regular indoor visits (rather than instead of), since they do not affect the number of people in the care home at any one time.
6. Consider ways of enabling residents to have longer visits. Some questions to consider (from <https://www.relres.org/visiting-guide-providers/>):
 - 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.

- If not being done already, have you considered enable 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.
7. Consider ways to make it easier for relatives to communicate with the care home such as a named staff member for each resident or a dedicated email address for relative enquiries.

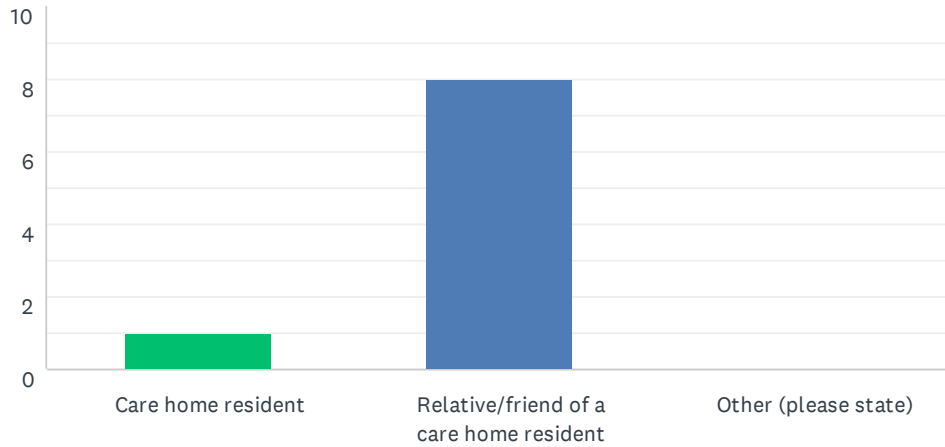
Next Steps

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

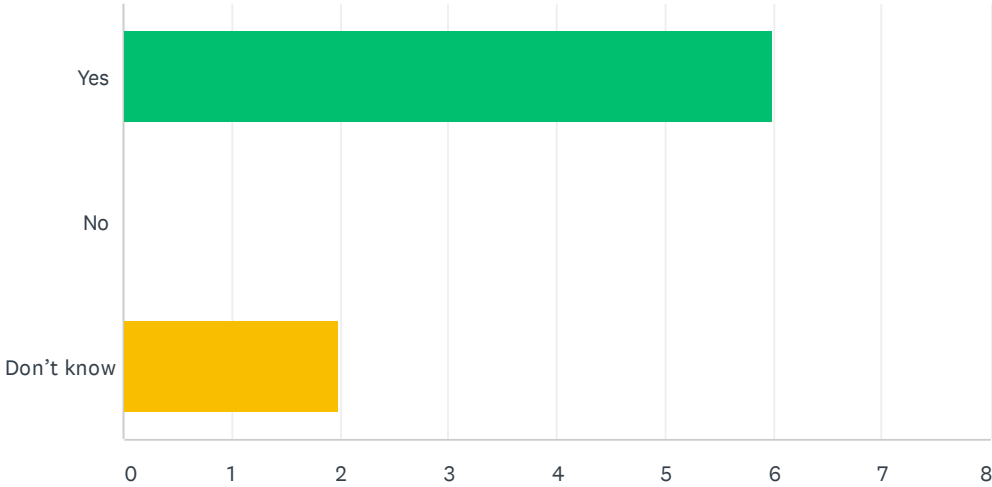


ANSWER CHOICES	RESPONSES	
Care home resident	11%	1
Relative/friend of a care home resident	89%	8
Other (please state)	0%	0
TOTAL		9

#	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?

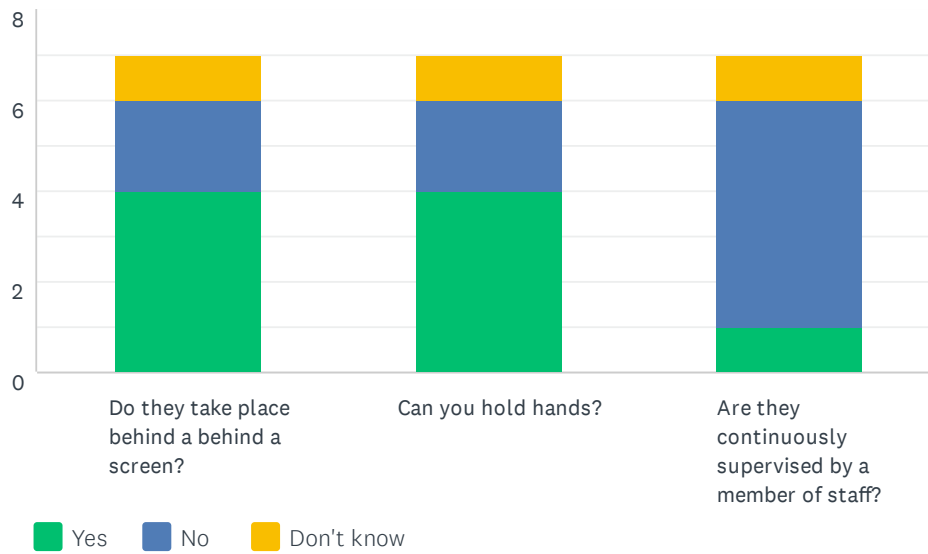
Answered: 8 Skipped: 1



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

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

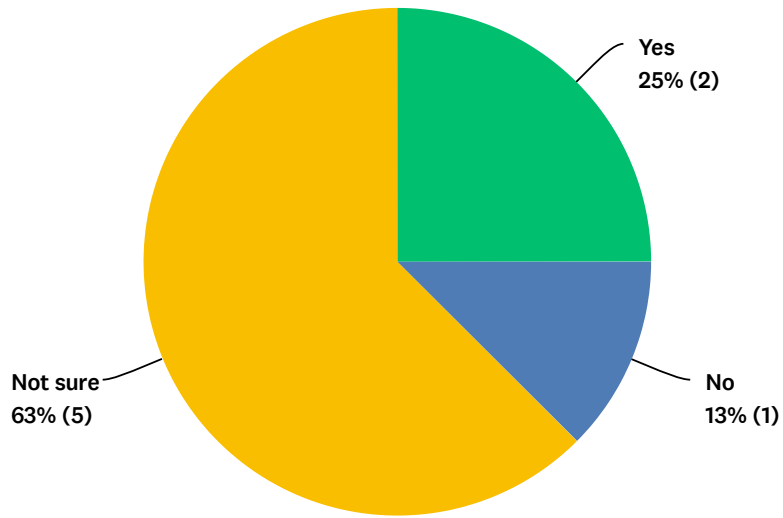
Answered: 7 Skipped: 2



	YES	NO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Do they take place behind a behind a screen?	57% 4	29% 2	14% 1	7	1.57
Can you hold hands?	57% 4	29% 2	14% 1	7	1.57
Are they continuously supervised by a member of staff?	14% 1	71% 5	14% 1	7	2.00

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

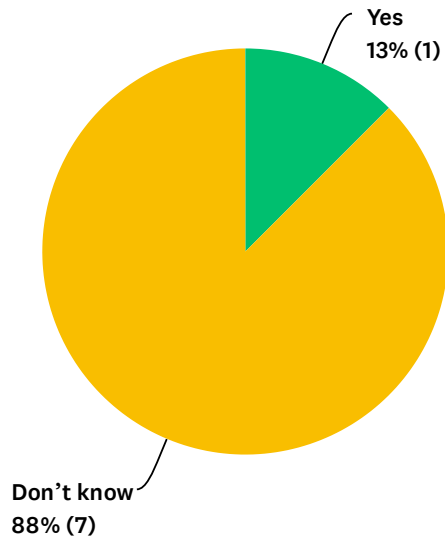
Answered: 8 Skipped: 1



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

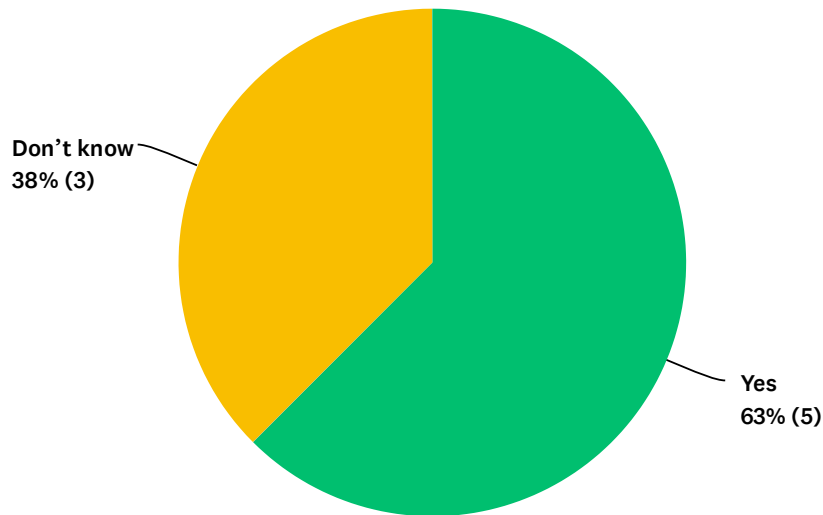


ANSWER CHOICES	RESPONSES	
Yes	13%	1
No	0%	0
Don't know	88%	7
TOTAL		8

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	No contact was made by Home regarding this implementation. I had to find out this for myself via BBC website!	7/26/2021 9:03 AM
2	Well looked after and safe	7/21/2021 11:52 AM

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

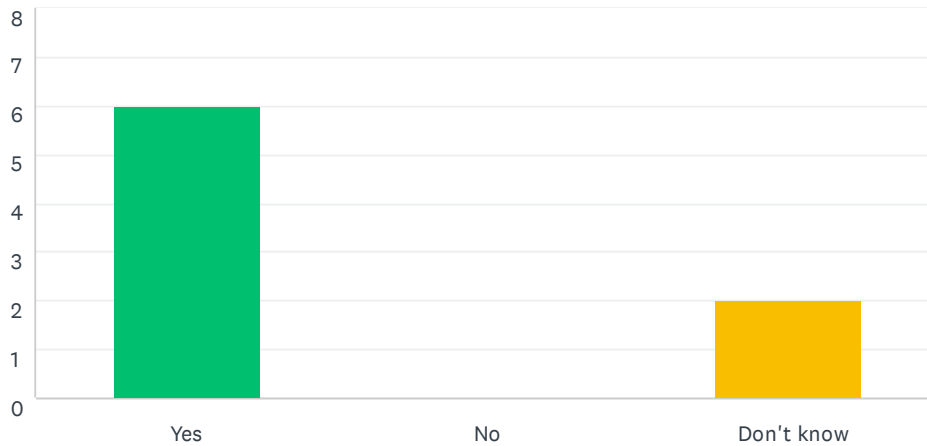


ANSWER CHOICES	RESPONSES	
Yes	63%	5
No	0%	0
Don't know	38%	3
TOTAL		8

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	Although in my case the staff have discouraged me from taking Mum out.	8/9/2021 12:26 PM
2	An appointment has to be made, then we can take him out.	7/26/2021 9:03 AM
3	Neice takes him to the pub	7/21/2021 11:52 AM
4	My brother wouldn't currently come out with us; he likes to stay near my sister-in-law as much as possible.	7/21/2021 11:34 AM
5	Not had one yet although scheduled for next week. We have to arrive 30 mins prior to taking mum out for lateral flow test - and also state where we are taking mum	7/16/2021 3:03 PM
6	We are able to take to outdoor places but only after a negative test.	7/13/2021 3:14 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

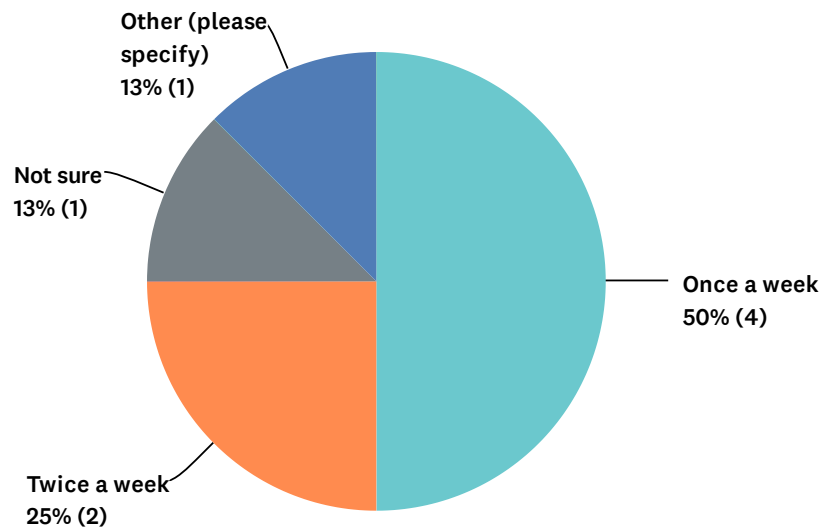


ANSWER CHOICES	RESPONSES
Yes	75% 6
No	0% 0
Don't know	25% 2
TOTAL	8

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	I presume the answer is no but don't actually know because I am the only person who takes him out.	7/26/2021 9:03 AM
2	I think our son has been allowed (when in Leeds on business) to visit; and both our young families have brought their young families on visits to their uncle/ aunt/ great uncle/ great aunt - all pre-covid, I think. All very occasional, not regular.	7/21/2021 11:34 AM
3	There seems to be 2 types of nominated visitors - those that can have non-screen visits, and those that need the screens. Has been one visit of each type per week and nominated people must stay in their own screen/non-screen bubble ie you can't change between screen and non-screen.	7/16/2021 3:03 PM
4	We are able to have 2 visits a week. 1 behind screen and other without but only family.	7/13/2021 3:14 PM

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

Answered: 8 Skipped: 1

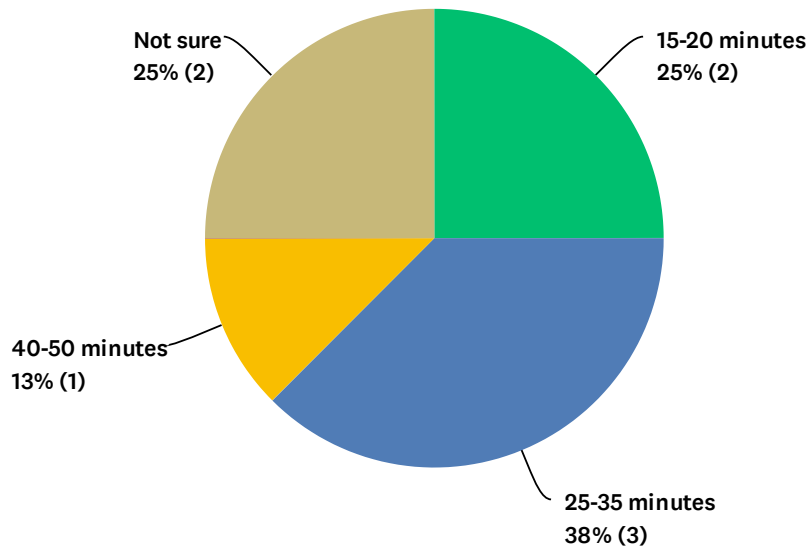


ANSWER CHOICES	RESPONSES	
Once a month	0%	0
Once every three weeks	0%	0
Once a fortnight	0%	0
Once a week	50%	4
Twice a week	25%	2
Three times a week	0%	0
Four times a week or more	0%	0
As many times as I want	0%	0
It varies depending on availability	0%	0
Not sure	13%	1
Not applicable	0%	0
Other (please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

#	OTHER (PLEASE SPECIFY)	DATE
1	This is all a bit academic - we have to travel from Scotland, are elderly ourselves and having to take covid restrictions into account so haven't been able to come since Autumn 2020 - I have to again in October 2021. Prefer 'outdoors' if weather permits.	7/21/2021 11:34 AM

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

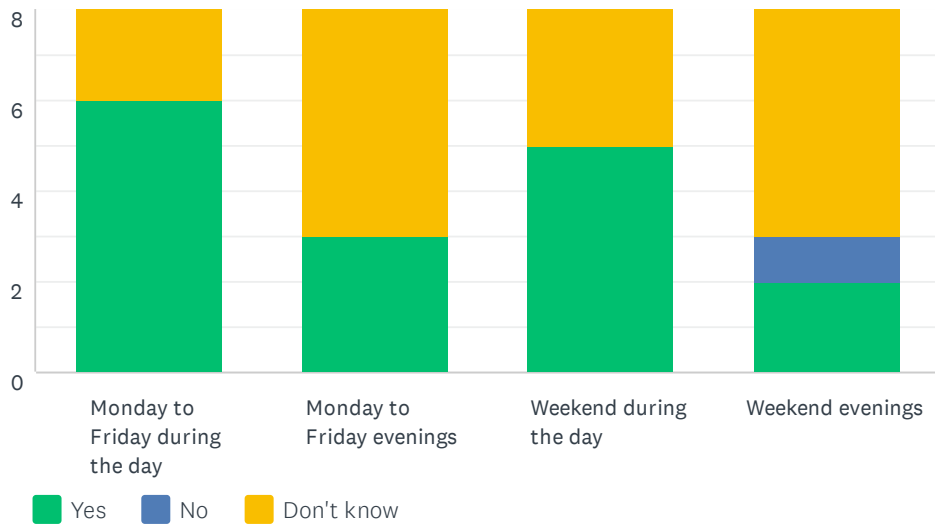
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
15-20 minutes	25%	2
25-35 minutes	38%	3
40-50 minutes	13%	1
1 hour	0%	0
1.5-2 hours	0%	0
more than 2 hours	0%	0
There is no time limit	0%	0
Not sure	25%	2
TOTAL		8

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

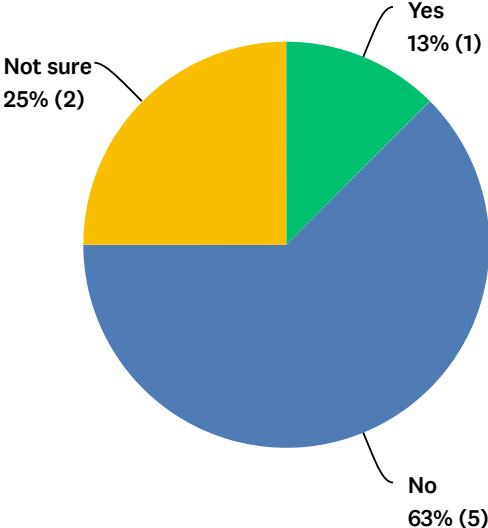
Answered: 8 Skipped: 1



	YES	NO	DON'T KNOW	TOTAL
Monday to Friday during the day	75% 6	0% 0	25% 2	8
Monday to Friday evenings	38% 3	0% 0	63% 5	8
Weekend during the day	63% 5	0% 0	38% 3	8
Weekend evenings	25% 2	13% 1	63% 5	8

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

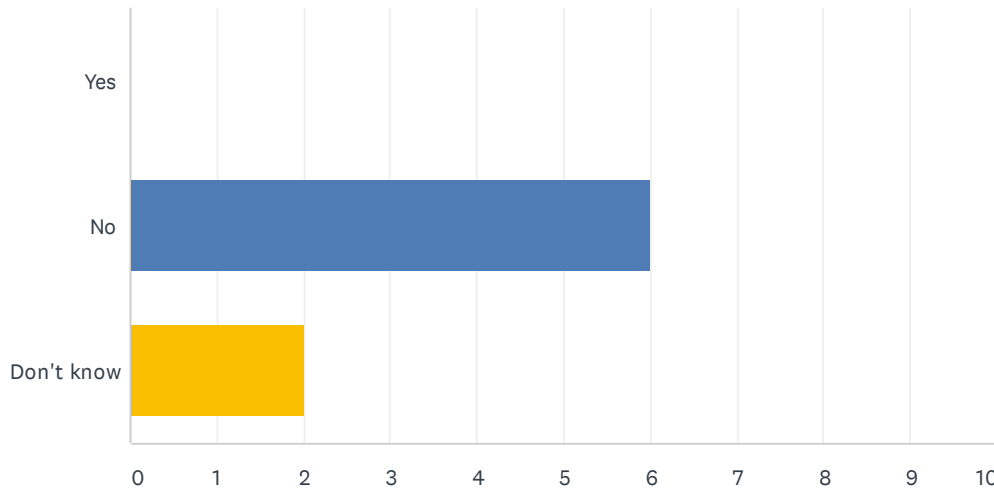
Answered: 8 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	13%	1
No	63%	5
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	75% 6
Don't know	25% 2
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?

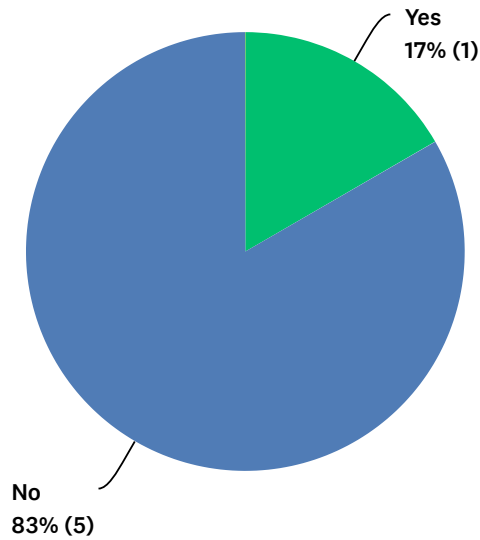
Answered: 0 Skipped: 9

⚠ No matching responses.

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

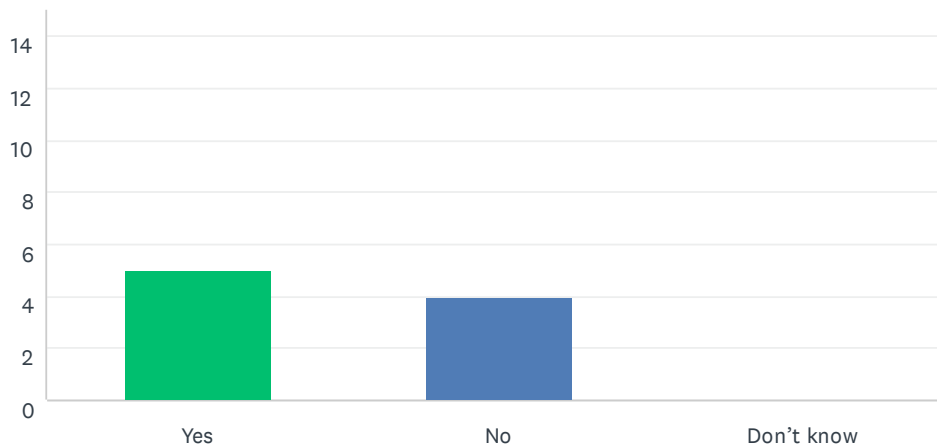
Answered: 6 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	17%	1
No	83%	5
Don't know	0%	0
TOTAL		6

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

Answered: 9 Skipped: 0

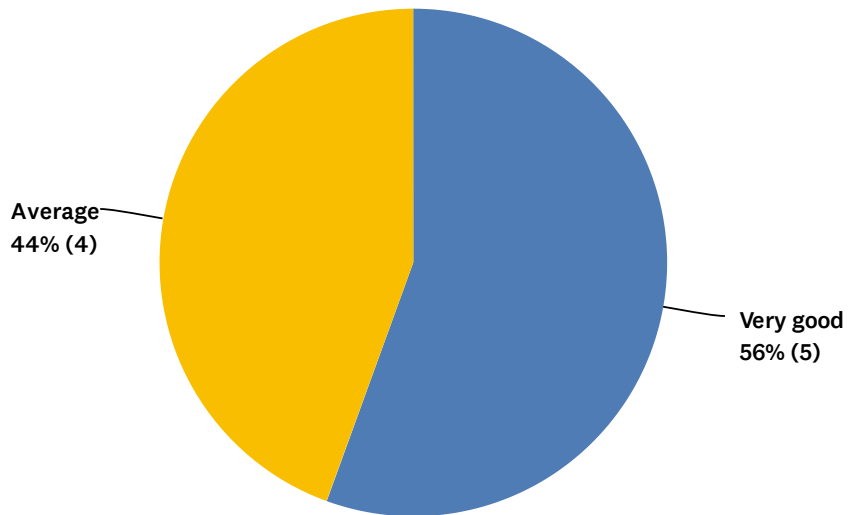


ANSWER CHOICES	RESPONSES
Yes	56% 5
No	44% 4
Don't know	0% 0
TOTAL	9

#	TELL US MORE ABOUT WHY YOU CHOSE YOUR ANSWER HERE	DATE
1	The visiting time meets my mum's and my needs as I can visit after work.	8/9/2021 10:41 AM
2	There is not enough time. How can these visiting options meet families' needs. We have all missed our loved ones and can't wait to get back to visiting normally again, checking that everything is OK in the home.	7/26/2021 9:07 AM
3	Only available to meet at weekends, behind a screen due to work, have said I would take a covid test but told not enough staff available. Very frustrating and upsetting.	7/21/2021 11:56 AM
4	- Though of course wish we lived near enough to be there more often. The care home have always made a good job of welcoming me when we do come.	7/21/2021 11:49 AM
5	The visiting options are a balance between safety and allowing access	7/16/2021 3:06 PM
6	My mum is very happy there and went at the beginning of the pandemic but my mum has declined so much I feel more visits out would suit her. I would like to be able to take my mum out and it not affect the two weekly visits.	7/13/2021 3:39 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)	0%	56%	44%	0%	0%	9	2.44
	0	5	4	0	0		

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: 5 Skipped: 4

#	RESPONSES	DATE
1	Having time slots that were quite flexible.	8/9/2021 10:41 AM
2	Safe environment and clean	7/21/2021 11:56 AM
3	When we have checked in advance whether our plans suit the care home, as we routinely do, it's always worked out fine.	7/21/2021 11:49 AM
4	Seems they have given an admin person the job of coordinating and this works quite well	7/16/2021 3:06 PM
5	Berkeley Court has done an amazing job at making sure everyone who wants to visit (family) are accommodated.	7/13/2021 3:39 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: 6 Skipped: 3

#	RESPONSES	DATE
1	Hanging around waiting for the staff to check my test 20 mins after the alarm went off and then rushing the visit.	8/9/2021 10:41 AM
2	If time is short for appointments, the home could have informed families to take a Covid test on the day of the visit by using the app, show this to staff and this would save 30 minutes, allowing and freeing up more appointments being made. The home only has so many hours in a day to fit in visits for approximately 70 residents. A letter advising families of this option would have made a difference.	7/26/2021 9:07 AM
3	Covid testing available at weekends - longer visiting times.	7/21/2021 11:56 AM
4	It's always a shame if our sister-in-law misses us because asleep, but we guess there's more to this than simply the timing/ dosage of medication?	7/21/2021 11:49 AM
5	No changes needed	7/16/2021 3:06 PM
6	Maybe an extra outdoor (garden) visit when the weather is good.	7/13/2021 3:39 PM

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: 6 Skipped: 3

#	RESPONSES	DATE
1	A dose in customer services from some staff wouldn't go amiss.	8/9/2021 10:41 AM
2	They did well in keeping covid out of the Home. Alas, at that time we had little communication and this continues to be a problem. An email address direct to the Home would be a good idea, so that families could list any queries that they had, in respect of their welfare etc. It is a lovely care home and the staff are good. However, there are a few issues which need attention. Communication is the key!	7/26/2021 9:07 AM
3	Safe, clean environment - staff helpful.	7/21/2021 11:56 AM
4	Staff seem to us to be kind; premises spotless; food seems to go down well; earlier mistakes (re eg medicines) seem to have been honestly admitted, and efforts made to fit relevant staff with appropriate top up training and/ or reallocate skilled tasks. I can't tell whether occasional worries (earlier in their residence, I think?) about specific items of clothing 'going missing in the wash' were justified, but know very well how hard these things are to manage in a large laundry/ a busy home. Perhaps a regular member of staff for relatives, to consult about any concerns, might work? A 'named person'? I'm not always 100% sure who to contact. But thank you for all your care and help to date! P.S. My brother did used to like going with staff to Morrisons (?) for occasional shopping - might this re-start if he wished?	7/21/2021 11:49 AM
5	Care home looks after mum very well - wouldn't want her to go anywhere else	7/16/2021 3:06 PM
6	Until able to visit in residents room. Unable to say anything about improvements. Berkeley Court has done an amazing job. Over the last year caring for the residents and still being happy and positive, excellent care staff. This care home came recommended and I have done the same to people a hundred times over. I do feel the outside gardens could do with a makeover. The outside space by the kitchen lets the place down as you drive/walk past.	7/13/2021 3:39 PM