



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

**Kingston Nursing 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 2 residents and 4 relatives/friends
- The satisfaction from relatives and residents was very high with all 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 excellent (18%), very good (64%) or average (18%).
- All four relatives said that they understood the role of essential care giver. Half of the relatives knew that the care home was

enabling this role, the other half weren't sure. One relative commented: *“Due to the leadership of the manager, essential caregivers are encouraged to visit loved ones.”*

- All four relatives who responded were aware that they could take their loved one out to low risk outdoor places.
- There was less awareness about alternative visiting options (e.g. screened and outdoor visits), with three people not sure what was available and only one person saying that outdoor visits were available.
- It was great to see that relatives said they were able to either visit as many times as they wanted or at least two or three times a week. It was also heartening that most people said they could either stay as long as they wanted or could visit for more than 2 hours.
- 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.
- Only one out of the four relatives said that they hadn't seen copy of the individualised risk assessment/visiting plan for their loved one.
- All four relatives said that their loved ones had had their needs and wishes considered in the development of a risk assessment or visiting plan.
- 100% residents and relatives responding to the survey, felt that the visiting options available met their needs. People commented that they could visit any time providing they booked. One person said that the care home had enabled home visits to happen by sorting out the resident's medication with the family.

*“Staff are supportive and flexible but the manager, in particular, ensures that relatives may visit as often as possible.”*

- In terms of what people said the care home did well, there were comments about the helpful, approachable, friendly and caring staff as well as the good communication between staff and

relatives. People said that visits were well organised and that the booking system worked well.

*“The communication between me and the care home manager is extremely positive. She listens carefully to any requests and ensures my husband’s emotional, social and medical needs are met. She has organised home visits to enable independent living very kindly and efficiently.”*

- There were very few suggestions for improvement, but one relative suggested improvements to the garden:

*“Improvements could be made with regard to the garden. The provision of seating and tables would enable residents to benefit from fresh air and sunshine.”*

## Our recommendations

1. Keep up the good work communicating and encouraging relatives about ‘essential care givers’ 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. Communicate a reminder to all relatives about alternative visiting options such as outdoor visits, and whether or not visits are available on evenings.
3. Consider improvements to the garden area to enable residents to more easily access the fresh air outdoors.

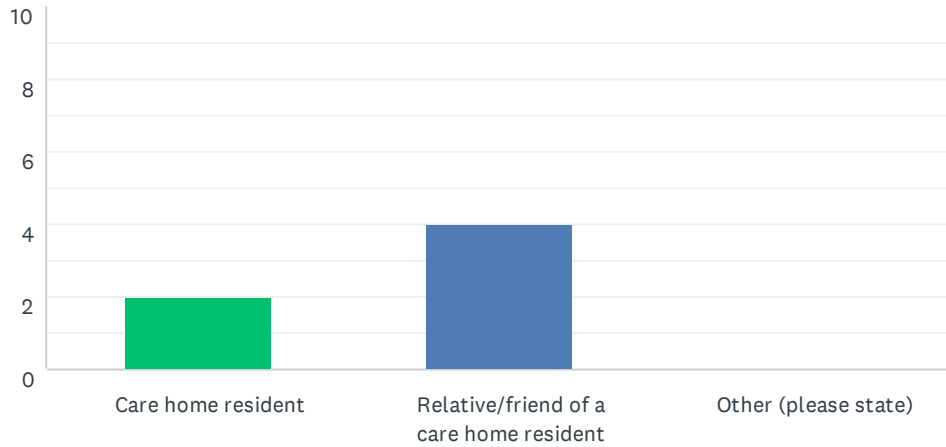
### Next Steps

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: 6 Skipped: 0

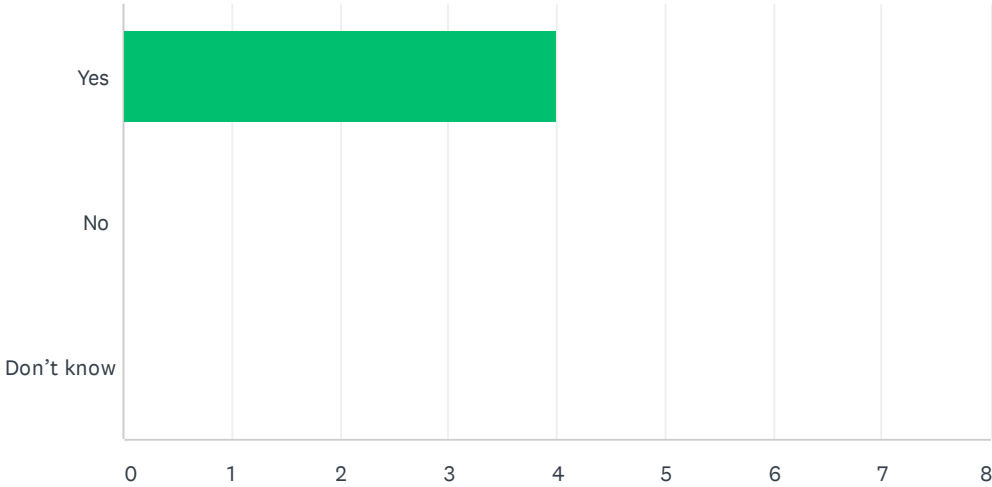


| ANSWER CHOICES                          | RESPONSES |          |
|---|-----------|----------|
| Care home resident                      | 33%       | 2        |
| Relative/friend of a care home resident | 67%       | 4        |
| Other (please state)                    | 0%        | 0        |
| <b>TOTAL</b>                            |           | <b>6</b> |

| # | 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?

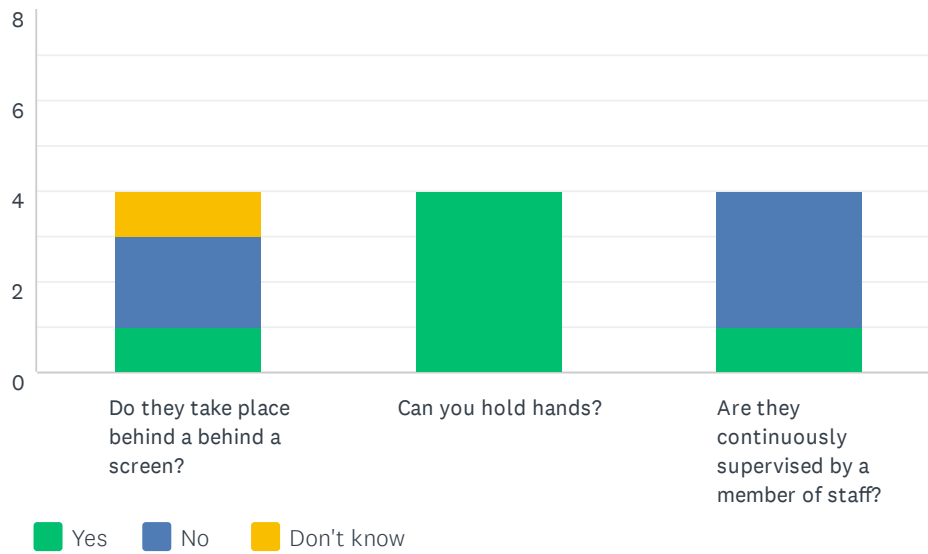
Answered: 4 Skipped: 2



| ANSWER CHOICES | RESPONSES |          |
|----------------|-----------|----------|
| Yes            | 100%      | 4        |
| No             | 0%        | 0        |
| Don't know     | 0%        | 0        |
| <b>TOTAL</b>   |           | <b>4</b> |

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

Answered: 4 Skipped: 2

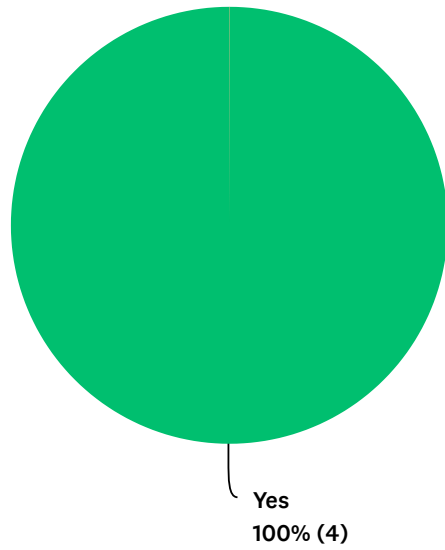


|  | YES       | NO       | DON'T KNOW | TOTAL | WEIGHTED AVERAGE |
|--|-----------|----------|------------|-------|------------------|
| Do they take place behind a behind a screen?           | 25%<br>1  | 50%<br>2 | 25%<br>1   | 4     | 2.00             |
| Can you hold hands?                                    | 100%<br>4 | 0%<br>0  | 0%<br>0    | 4     | 1.00             |
| Are they continuously supervised by a member of staff? | 25%<br>1  | 75%<br>3 | 0%<br>0    | 4     | 1.75             |



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

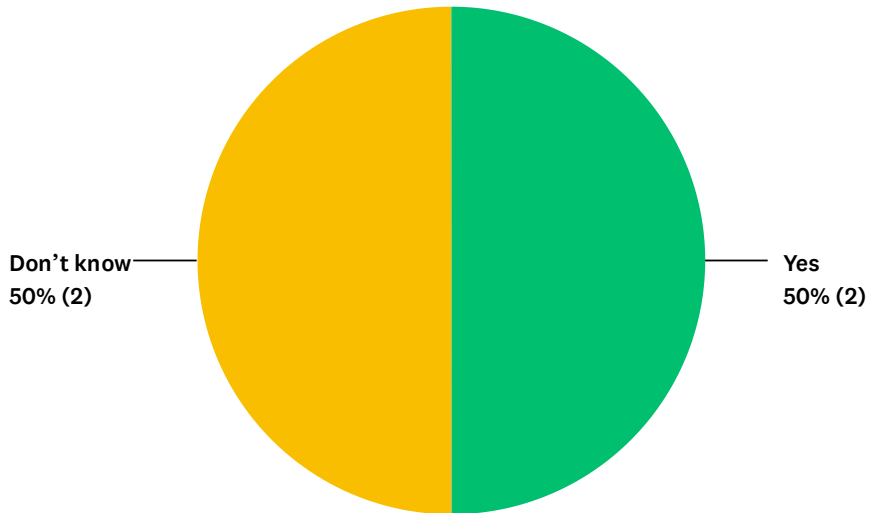
Answered: 4 Skipped: 2



| ANSWER CHOICES | RESPONSES |   |
|----------------|-----------|---|
| Yes            | 100%      | 4 |
| No             | 0%        | 0 |
| Not sure       | 0%        | 0 |
| TOTAL          |           | 4 |

**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: 4 Skipped: 2

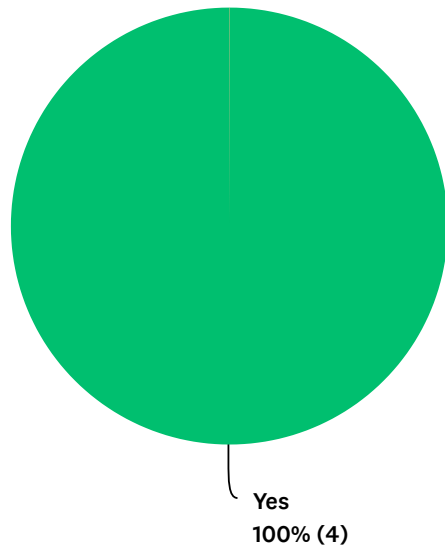


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes            | 50% 2     |
| No             | 0% 0      |
| Don't know     | 50% 2     |
| <b>TOTAL</b>   | <b>4</b>  |

| # | PLEASE TELL US MORE ABOUT THAT HERE  | DATE              |
|---|--|-------------------|
| 1 | It seems very good and caring.   | 8/24/2021 3:37 PM |
| 2 | Due to the leadership of the manager, essential caregivers are encouraged to visit loved ones. | 8/9/2021 11:44 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: 4 Skipped: 2

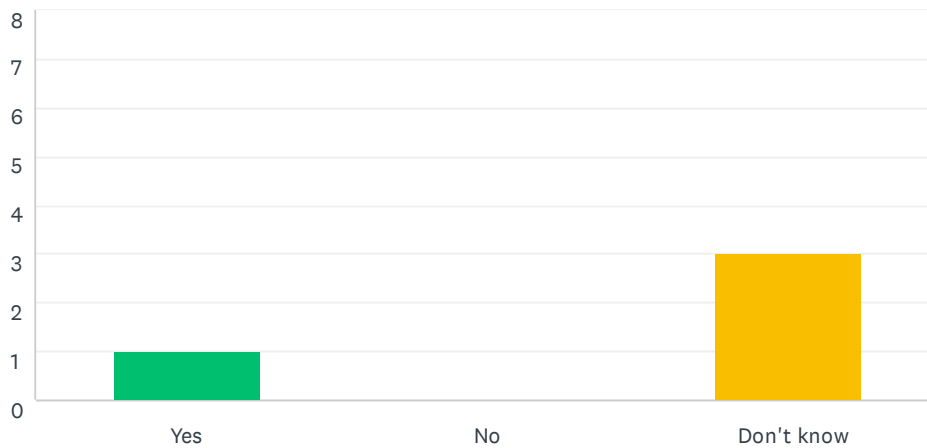


| ANSWER CHOICES | RESPONSES |          |
|----------------|-----------|----------|
| Yes            | 100%      | 4        |
| No             | 0%        | 0        |
| Don't know     | 0%        | 0        |
| <b>TOTAL</b>   |           | <b>4</b> |

| # | PLEASE TELL US MORE ABOUT THAT HERE   | DATE              |
|---|---|-------------------|
| 1 | Their garden. We sometimes take her outside.  | 8/24/2021 3:37 PM |
| 2 | We are able to take Mum out if she is well enough.  | 8/9/2021 11:54 AM |
| 3 | Since becoming a resident at the care home, the manager has allowed my husband to have a home visit to sit in the garden every day. | 8/9/2021 11:44 AM |

## Q8 Are other visiting options (eg. screened or outdoor visits) available for other friends and family members who aren't nominated visitors?

Answered: 4 Skipped: 2

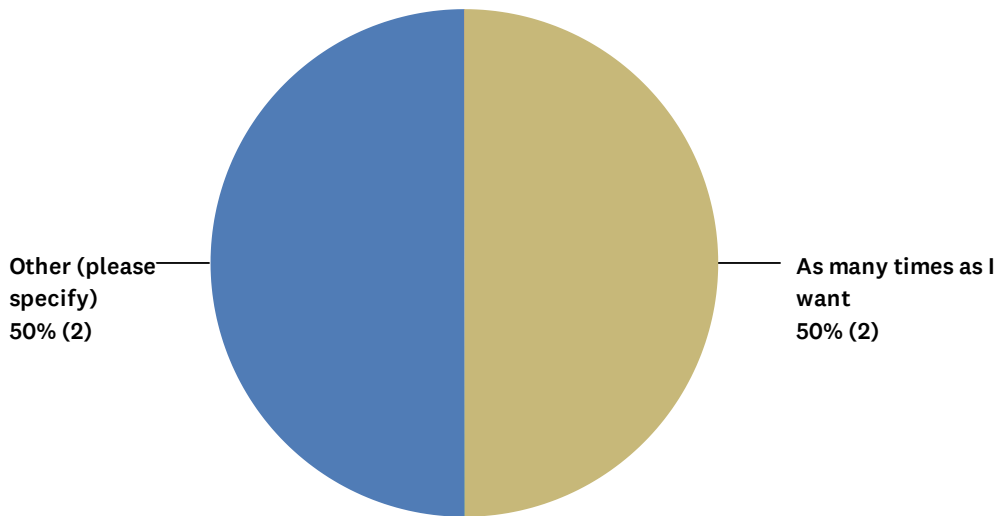


| ANSWER CHOICES | RESPONSES |          |
|----------------|-----------|----------|
| Yes            | 25%       | 1        |
| No             | 0%        | 0        |
| Don't know     | 75%       | 3        |
| <b>TOTAL</b>   |           | <b>4</b> |

| # | PLEASE TELL US MORE ABOUT THAT HERE  | DATE              |
|---|--|-------------------|
| 1 | Family members inside at the moment.   | 8/24/2021 3:37 PM |
| 2 | We have had numerous outside visits.   | 8/9/2021 11:54 AM |
| 3 | We have not yet requested a visit from other family members so we don't know whether this is permitted or not. | 8/9/2021 11:44 AM |

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

Answered: 4 Skipped: 2

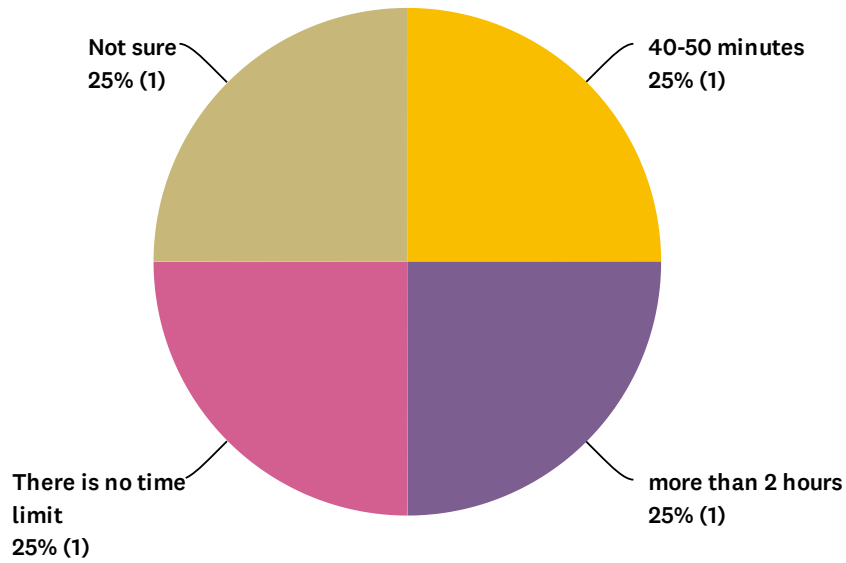


| ANSWER CHOICES                      | RESPONSES |          |
|-------------------------------------|-----------|----------|
| Once a month                        | 0%        | 0        |
| Once every three weeks              | 0%        | 0        |
| Once a fortnight                    | 0%      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

| # | OTHER (PLEASE SPECIFY)   | DATE               |
|---|--|--------------------|
| 1 | 2 or 3 times a week  | 8/24/2021 3:37 PM  |
| 2 | "It varies depending on availability" and "usually twice a week" | 8/16/2021 10:08 AM |

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

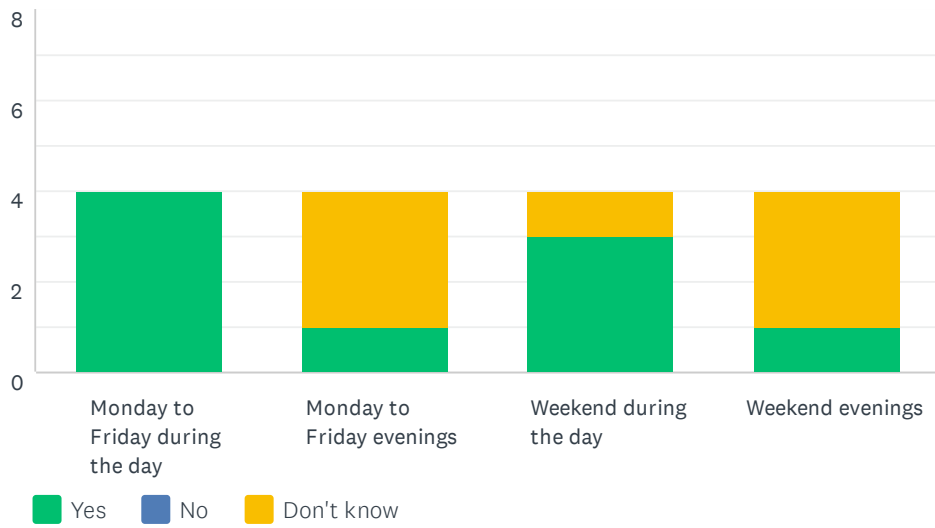
Answered: 4 Skipped: 2



| ANSWER CHOICES         | RESPONSES |          |
|------------------------|-----------|----------|
| 15-20 minutes          | 0%        | 0        |
| 25-35 minutes          | 0%        | 0        |
| 40-50 minutes          | 25%       | 1        |
| 1 hour                 | 0%        | 0        |
| 1.5-2 hours            | 0%        | 0        |
| more than 2 hours      | 25%       | 1        |
| There is no time limit | 25%       | 1        |
| Not sure               | 25%       | 1        |
| <b>TOTAL</b>           |           | <b>4</b> |

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

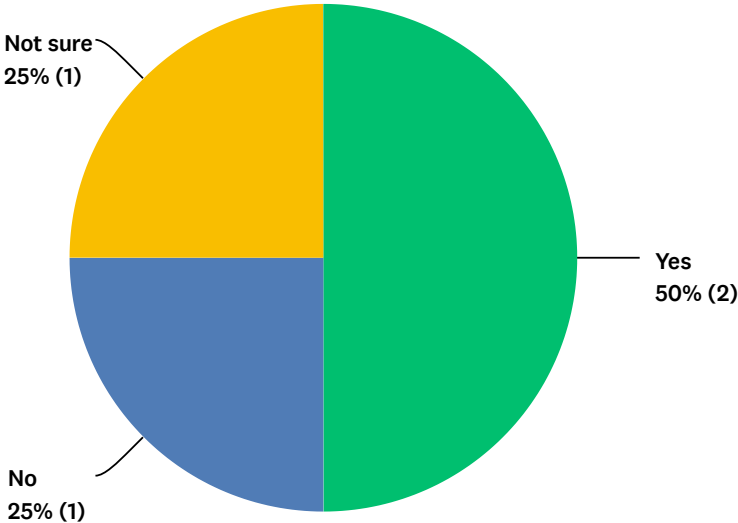
Answered: 4 Skipped: 2



|                                 | YES       | NO      | DON'T KNOW | TOTAL |
|---------------------------------|-----------|---------|------------|-------|
| Monday to Friday during the day | 100%<br>4 | 0%<br>0 | 0%<br>0    | 4     |
| Monday to Friday evenings       | 25%<br>1  | 0%<br>0 | 75%<br>3   | 4     |
| Weekend during the day          | 75%<br>3  | 0%<br>0 | 25%<br>1   | 4     |
| Weekend evenings                | 25%<br>1  | 0%<br>0 | 75%<br>3   | 4     |

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

Answered: 4 Skipped: 2

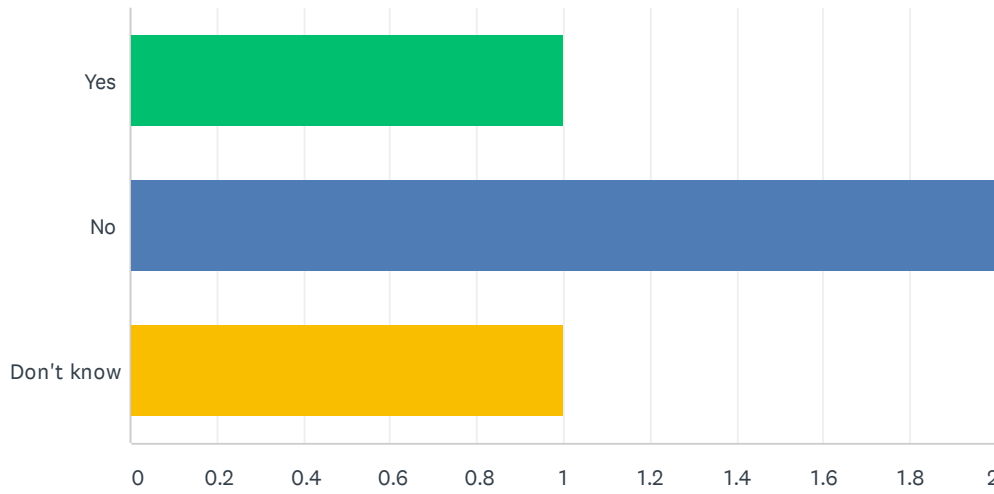


| ANSWER CHOICES | RESPONSES |          |
|----------------|-----------|----------|
| Yes            | 50%       | 2        |
| No             | 25%       | 1        |
| Not sure       | 25%       | 1        |
| <b>TOTAL</b>   |           | <b>4</b> |



# Q13 Does your loved one have mental capacity to be involved in decisions around visiting?

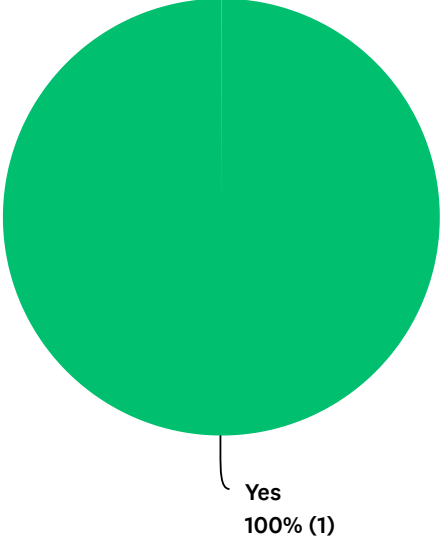
Answered: 4 Skipped: 2



| ANSWER CHOICES | RESPONSES |          |
|----------------|-----------|----------|
| Yes            | 25%       | 1        |
| No             | 50%       | 2        |
| Don't know     | 25%       | 1        |
| <b>TOTAL</b>   |           | <b>4</b> |

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?

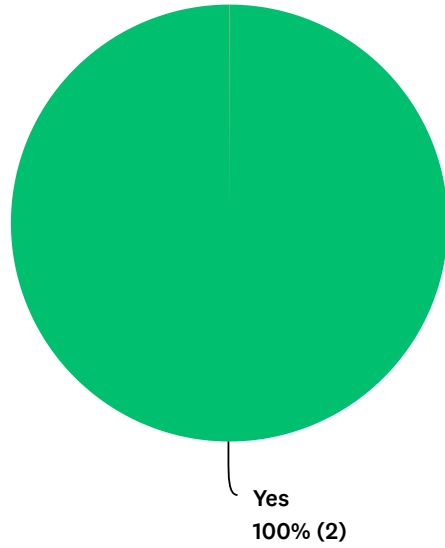
Answered: 1 Skipped: 5



| ANSWER CHOICES | RESPONSES |   |
|----------------|-----------|---|
| Yes            | 100%      | 1 |
| No             | 0%        | 0 |
| Don't know     | 0%        | 0 |
| TOTAL          |           | 1 |

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?

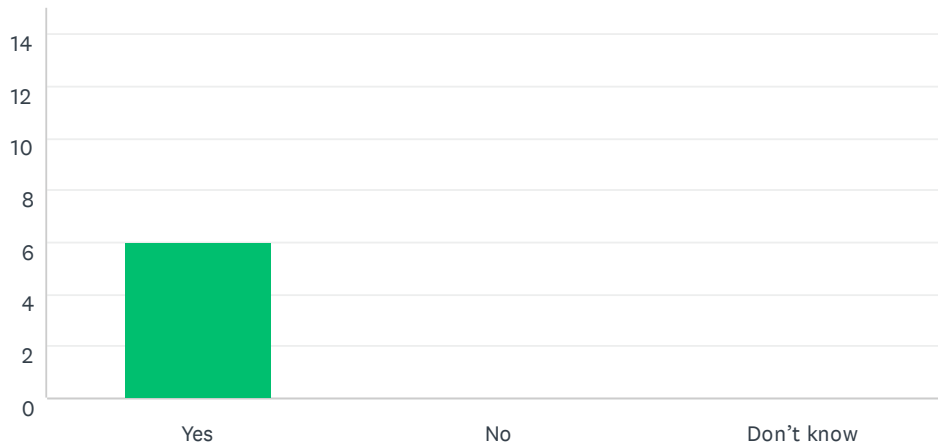
Answered: 2 Skipped: 4



| ANSWER CHOICES | RESPONSES |   |
|----------------|-----------|---|
| Yes            | 100%      | 2 |
| No             | 0%        | 0 |
| Don't know     | 0%        | 0 |
| TOTAL          |           | 2 |

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

Answered: 6 Skipped: 0

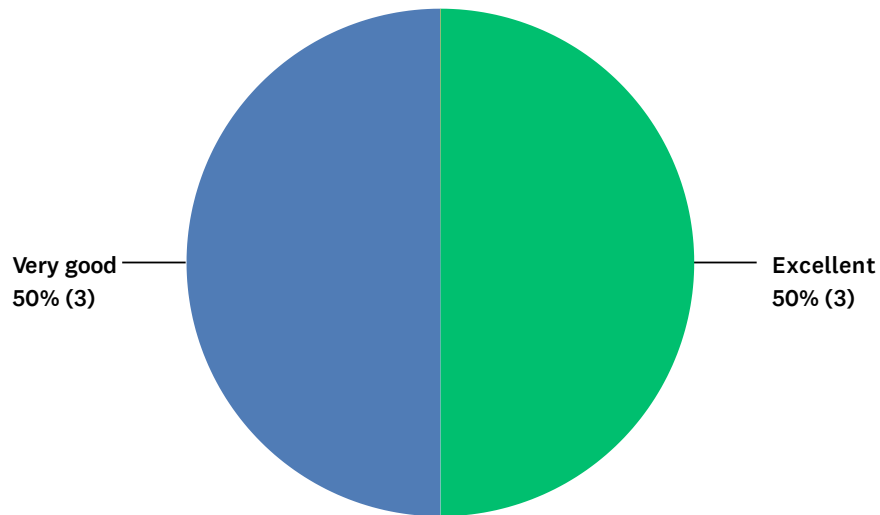


| ANSWER CHOICES | RESPONSES |          |
|----------------|-----------|----------|
| Yes            | 100%      | 6        |
| No             | 0%        | 0        |
| Don't know     | 0%        | 0        |
| <b>TOTAL</b>   |           | <b>6</b> |

| # | TELL US MORE ABOUT WHY YOU CHOSE YOUR ANSWER HERE  | DATE               |
|---|--|--------------------|
| 1 | When I ring up for an appointment they always arrange a time that is suitable.   | 8/24/2021 3:38 PM  |
| 2 | I only visit between 2-3 pm  | 8/16/2021 10:09 AM |
| 3 | We are able to visit anytime, providing we book an appointment.  | 8/9/2021 12:02 PM  |
| 4 | The visiting options meet my husband's needs because the manager has encouraged me to visit my husband in his room whenever I want. She has also supported home visits by agreeing to provide medication he needs to take at 6 pm. | 8/9/2021 11:51 AM  |
| 5 | Staff are supportive and flexible but the manager, in particular, ensures that relatives may visit as often as possible.   | 8/9/2021 10:52 AM  |

# 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: 6 Skipped: 0



|            | EXCELLENT | VERY GOOD | AVERAGE | POOR    | VERY POOR | TOTAL | WEIGHTED AVERAGE |
|------------|-----------|-----------|---------|---------|-----------|-------|------------------|
| (no label) | 50%<br>3  | 50%<br>3  | 0%<br>0 | 0%<br>0 | 0%<br>0   | 6     | 1.50             |

## 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: 6 Skipped: 0

| # | RESPONSES   | DATE               |
|---|---|--------------------|
| 1 | I ring up and they give me a time which is suitable for me and them. They test us to make sure we are Covid free.   | 8/24/2021 3:38 PM  |
| 2 | No problem! They are very helpful at all times.   | 8/16/2021 10:09 AM |
| 3 | The booking system works very well. The location of the lounge area enables them to wheel Mum outside easily for visits.  | 8/9/2021 12:02 PM  |
| 4 | The communication between me and the care home manager is extremely positive. She listens carefully to any requests and ensures my husband's emotional, social and medical needs are met. She has organised home visits to enable independent living very kindly and efficiently. | 8/9/2021 11:51 AM  |
| 5 | The manager enabled me to make home visits in the afternoon by providing me with a dosset box for a tablet that I take at 6pm, so that I can maintain my medication routine.  | 8/9/2021 10:52 AM  |
| 6 | It is well organised and friendly in its running of my visits.  | 8/9/2021 10:45 AM  |

Q19 Tell us about any ways that you feel the care home could improve visiting (whilst obviously still following the current government guidance).

Answered: 5 Skipped: 1

| # | RESPONSES   | DATE               |
|---|---|--------------------|
| 1 | They are doing well at the moment.  | 8/24/2021 3:38 PM  |
| 2 | No improvement needed   | 8/16/2021 10:09 AM |
| 3 | None.   | 8/9/2021 12:02 PM  |
| 4 | I would very much like him to take short holiday breaks. In particular, to visit his sister in Bridlington. | 8/9/2021 11:51 AM  |
| 5 | I do not have any, as their running of visits is very friendly.   | 8/9/2021 10:45 AM  |

## 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: 0

| # | RESPONSES   | DATE               |
|---|---|--------------------|
| 1 | I feel I can talk to them about any concerns.   | 8/24/2021 3:38 PM  |
| 2 | My wife is being very well looked after and I am happy with this.   | 8/16/2021 10:09 AM |
| 3 | The staff are very kind and caring and make Mum feel very special.  | 8/9/2021 12:02 PM  |
| 4 | Relationships between staff and residents are very positive and personal except for weekends when bank staff are employed. The use of fewer bank staff would make an improvement.   | 8/9/2021 11:51 AM  |
| 5 | The nursing home lives up to its mission statement of empowering residents' lives and providing support, medical care and a warm and sympathetic atmosphere. Improvements could be made with regard to the garden. The provision of seating and tables would enable residents to benefit from fresh air and sunshine. | 8/9/2021 10:52 AM  |
| 6 | I am very pleased by the friendly and helpful way the carers treat and help the patients and visitor.   | 8/9/2021 10:45 AM  |