



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

Primrose Court Care Home

August 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 10 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 (60%), very good (30%) or average (10%).

- The majority of relatives (89%) said that they understood the role of essential care giver and most (78%) knew that the care home was enabling this role and that it meant that they could visit their loved one in their room and stay as long as they wanted.
- The majority (78%) of relatives who responded were aware that they could take their loved one out to low risk outdoor places.
- There was also good awareness of alternative visiting options (e.g. screened and outdoor visits), with seven out of the nine relatives aware that outdoor, window and screened visits were available.
- It was good to see that over half of relatives (56%) said they were able to visit as many times as they wanted and stay as long as they wanted. Three relatives said they could only stay for 25-35 minutes, which presumably was because they had chosen to do screen or window visits which respondents said were time-limited.
- Most relatives who responded were aware that visits could be booked during the day in the week and at the weekend. There was slightly less awareness about whether or not visits could be booked during the evening.
- Only two out of the nine relatives said that they hadn't seen copy of the individualised risk assessment/visiting plan for their loved one.
- All three of the relatives who said their loved one had mental capacity to make decisions around visiting, said that they didn't know whether the resident had had their needs and wishes considered in the development of a risk assessment or visiting plan. For residents who didn't have capacity, two out of five relatives said that a family member was involved in developing the risk assessment/visiting plan to express their wishes and needs on their behalf.
- 90% residents and relatives responding to the survey, felt that the visiting options available met their needs. One relative commented:

“At long last we can have personal contact without time restrictions. It has made so much difference.”

- In terms of what people said the care home did well in terms of visiting, people said that it was good that it was possible to visit loved ones in their room for as long as they wanted as well as the different types of visits available. People also commented that there was good communication between staff and relatives, that visits were well organised with an effective booking system and that they felt safe. Relatives also praised the “caring” and “brilliant” staff.
- There were very few suggestions for improvement, but two relatives did suggest it would be good to have the possibility of visiting in the garden. Another said that it would be good to enable more than one essential care giver, so that other relatives could go into their loved one’s rooms.

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. 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. Communicate a reminder to all relatives about the availability of evening visits.
5. If not already happening, consider enabling visits in the garden.
6. If not already happening, enable other visitors besides the nominated essential care giver to visit in residents’ rooms so that they can have more contact with other family members and friends in the comfort of their own room.

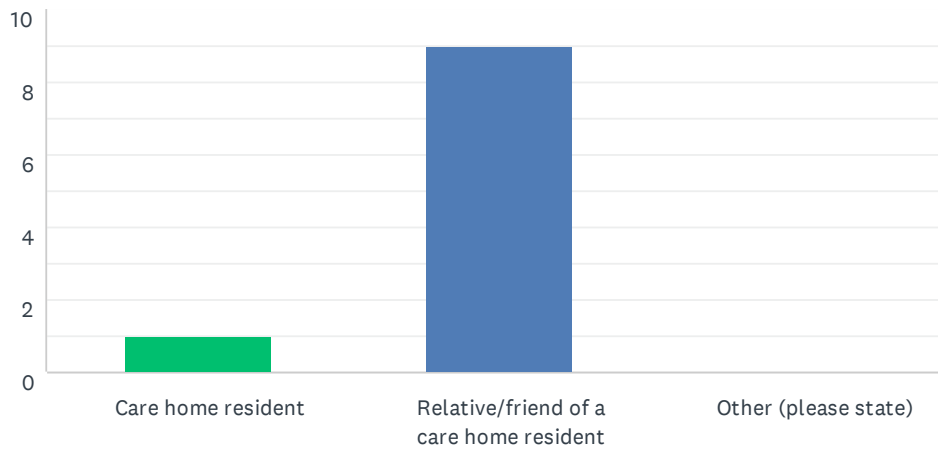
Next Steps

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: 10 Skipped: 0

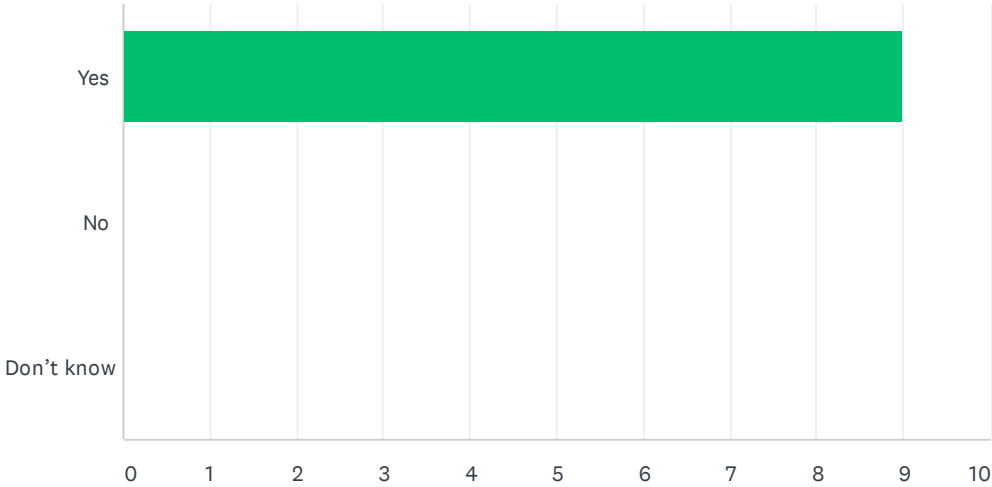


ANSWER CHOICES	RESPONSES	
Care home resident	10%	1
Relative/friend of a care home resident	90%	9
Other (please state)	0%	0
TOTAL		10

#	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?

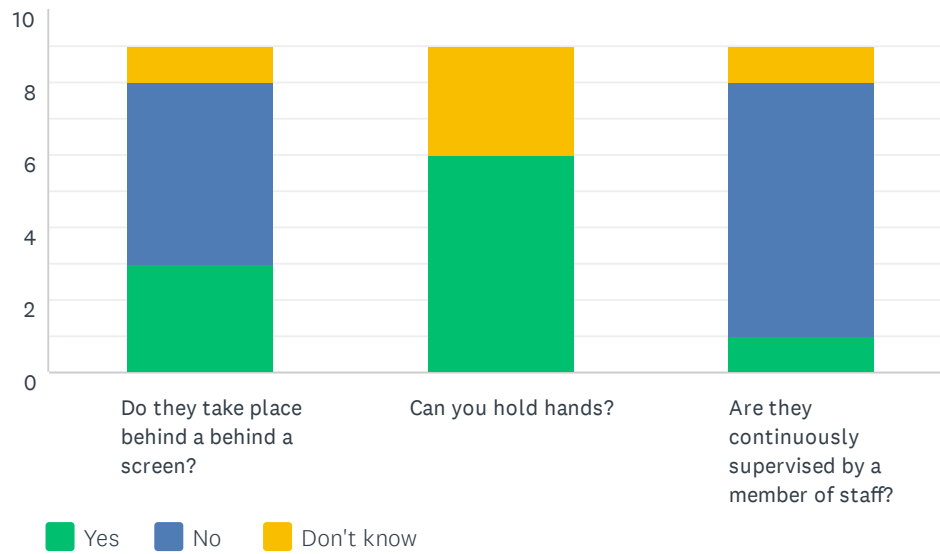
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100%	9
No	0%	0
Don't know	0%	0
TOTAL		9

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

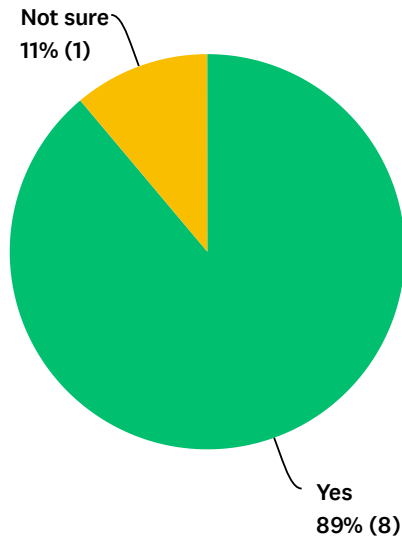
Answered: 9 Skipped: 1



	YES	NO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Do they take place behind a behind a screen?	33% 3	56% 5	11% 1	9	1.78
Can you hold hands?	67% 6	0% 0	33% 3	9	1.67
Are they continuously supervised by a member of staff?	11% 1	78% 7	11% 1	9	2.00

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

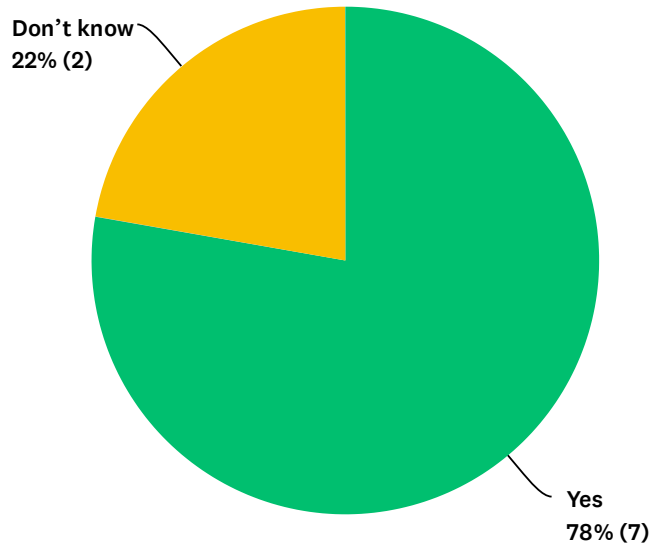
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	89%	8
No	0%	0
Not sure	11%	1
TOTAL		9

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: 9 Skipped: 1

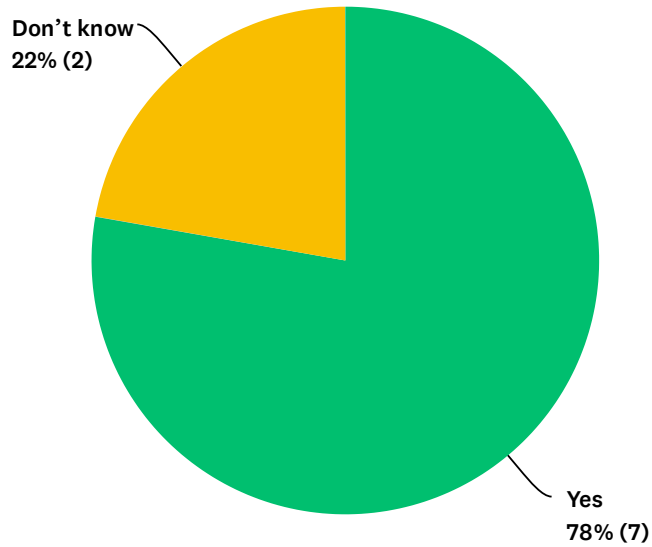


ANSWER CHOICES	RESPONSES	
Yes	78%	7
No	0%	0
Don't know	22%	2
TOTAL		9

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	I can now go into my parent's own room and spend as much time as I want with them.	9/6/2021 11:58 AM
2	One nominated essential care giver allowed in room	9/6/2021 11:16 AM
3	Never had indoor visit - our choice.	8/9/2021 1:59 PM

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: 9 Skipped: 1

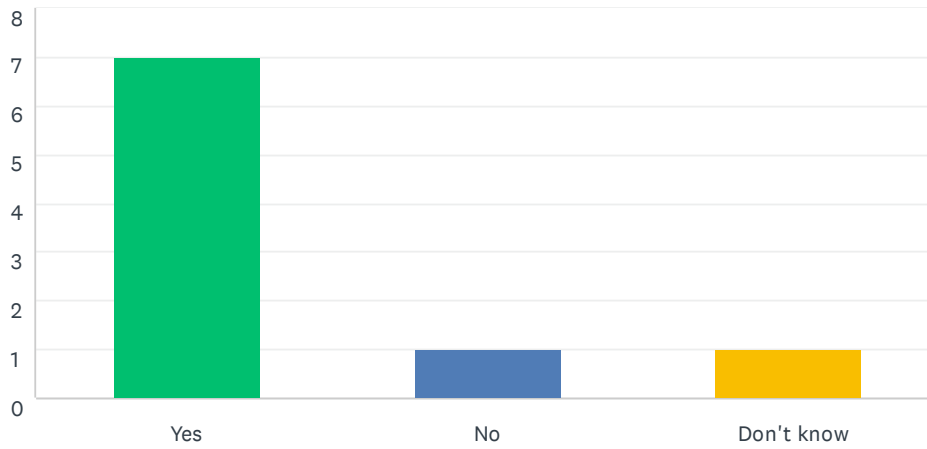


ANSWER CHOICES	RESPONSES	
Yes	78%	7
No	0%	0
Don't know	22%	2
TOTAL		9

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	I have taken my parent out to attend outpatients appointments.	9/6/2021 11:58 AM
2	Following negative LFT from person visiting, resident is allowed out.	9/6/2021 11:16 AM
3	Never asked	8/9/2021 1:59 PM

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

Answered: 9 Skipped: 1

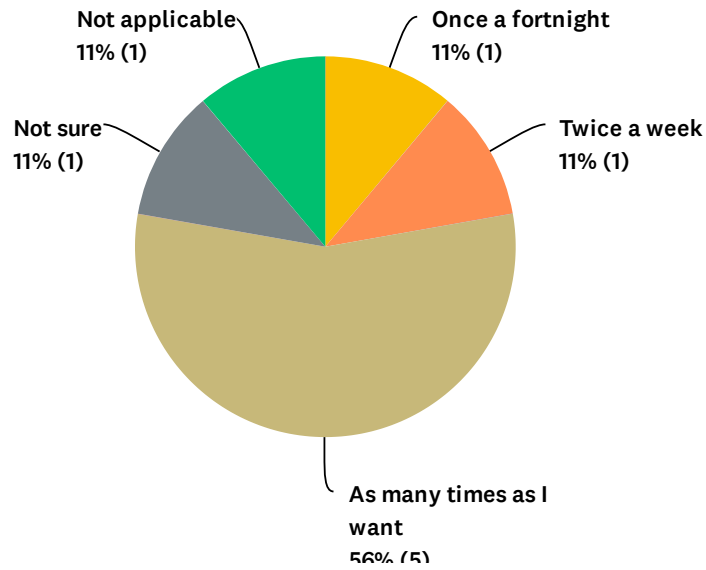


ANSWER CHOICES	RESPONSES
Yes	78% 7
No	11% 1
Don't know	11% 1
TOTAL	9

#	PLEASE TELL US MORE ABOUT THAT HERE	DATE
1	There is a private room with a screen if needed. Window visits also offered, booked in advance.	9/6/2021 11:58 AM
2	Window	9/6/2021 11:22 AM
3	Window/screen visits allowed	9/6/2021 11:16 AM
4	Only outdoor	9/6/2021 10:55 AM
5	Never asked	8/9/2021 1:59 PM

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

Answered: 9 Skipped: 1

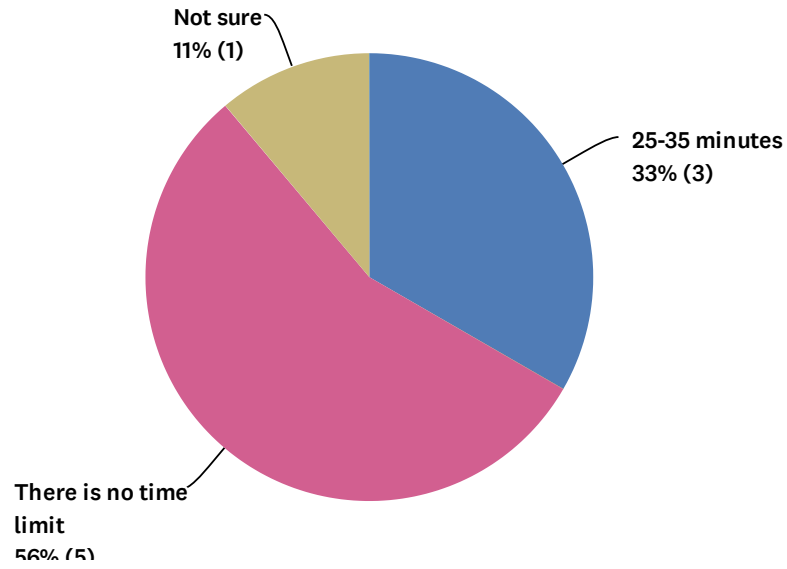


ANSWER CHOICES	RESPONSES	
Once a month	0%	0
Once every three weeks	0%	0
Once a fortnight	11%	1
Once a week	0%	0
Twice a week	11%	1
Three times a week	0%	0
Four times a week or more	0%	0
As many times as I want	56%	5
It varies depending on availability	0%	0
Not sure	11%	1
Not applicable	11%	1
Other (please specify)	0%	0
TOTAL		9

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

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

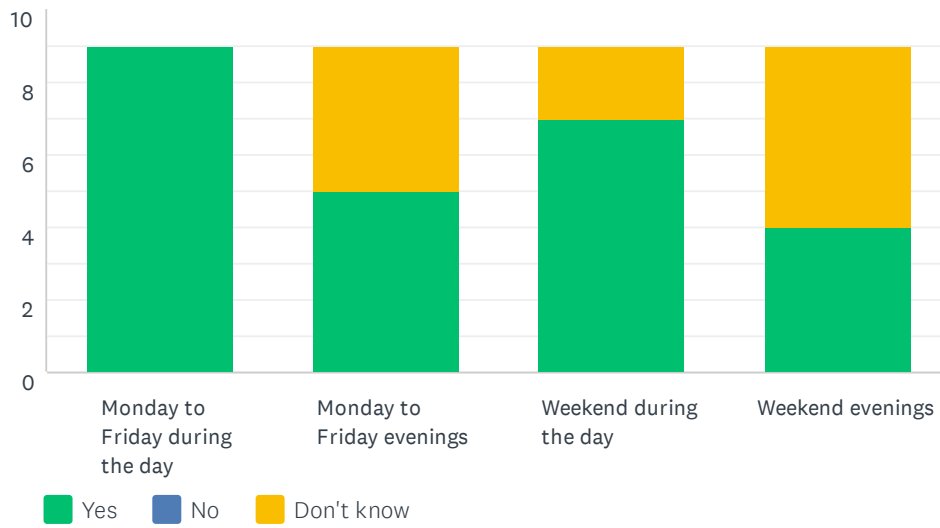
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
15-20 minutes	0%	0
25-35 minutes	33%	3
40-50 minutes	0%	0
1 hour	0%	0
1.5-2 hours	0%	0
more than 2 hours	0%	0
There is no time limit	56%	5
Not sure	11%	1
TOTAL		9

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

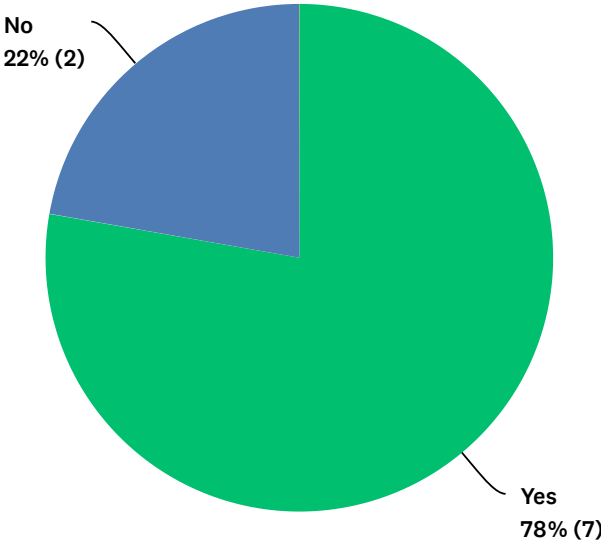
Answered: 9 Skipped: 1



	YES	NO	DON'T KNOW	TOTAL
Monday to Friday during the day	100% 9	0% 0	0% 0	9
Monday to Friday evenings	56% 5	0% 0	44% 4	9
Weekend during the day	78% 7	0% 0	22% 2	9
Weekend evenings	44% 4	0% 0	56% 5	9

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

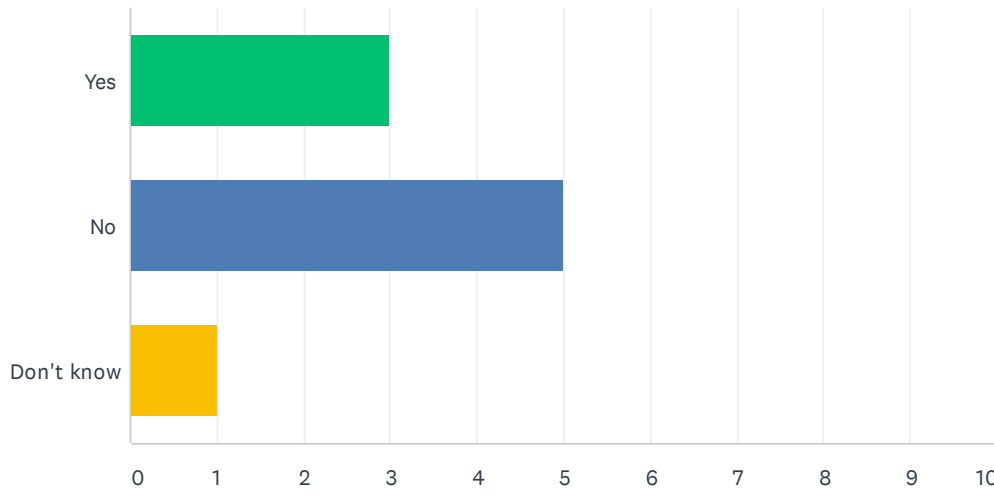
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	78%	7
No	22%	2
Not sure	0%	0
TOTAL		9

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

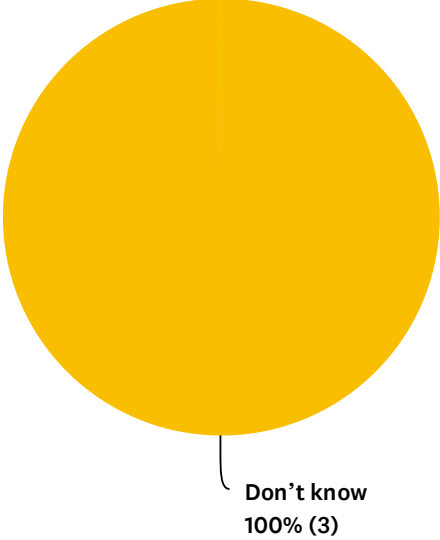
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	33% 3
No	56% 5
Don't know	11% 1
TOTAL	9

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?

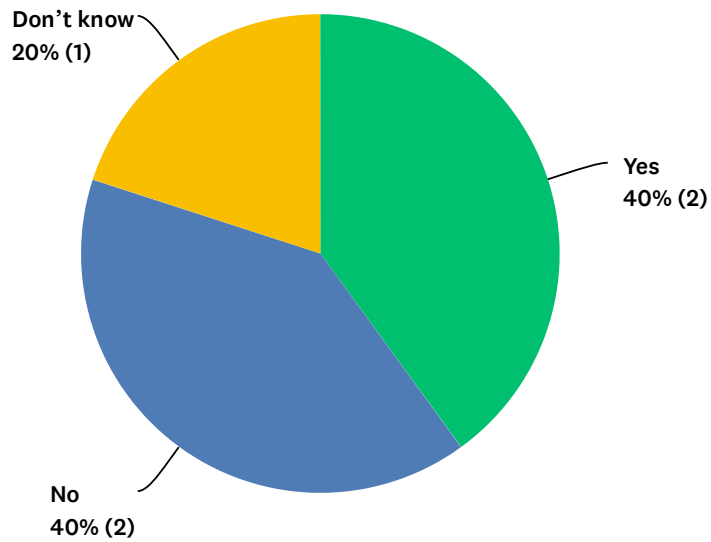
Answered: 3 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	0%	0
No	0%	0
Don't know	100%	3
TOTAL		3

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?

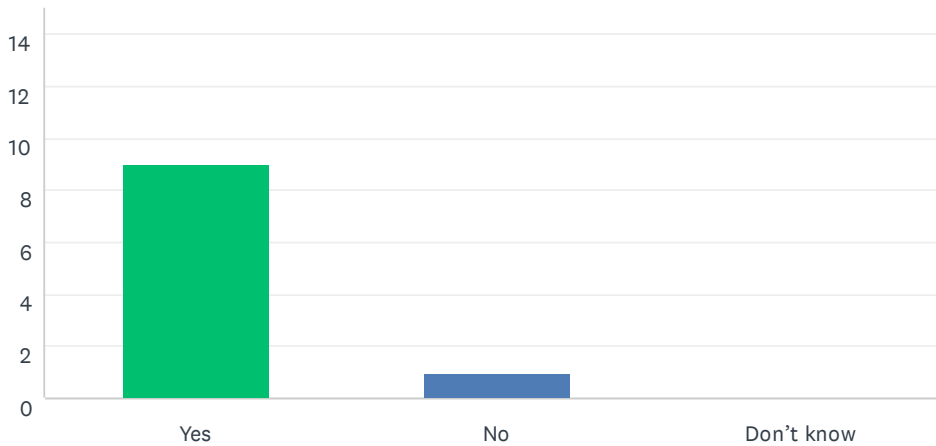
Answered: 5 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	40%	2
No	40%	2
Don't know	20%	1
TOTAL		5

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

Answered: 10 Skipped: 0

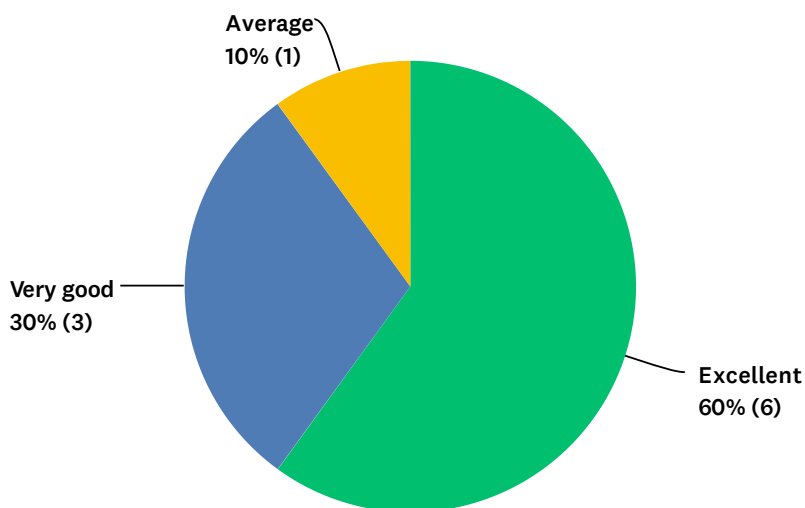


ANSWER CHOICES	RESPONSES
Yes	90% 9
No	10% 1
Don't know	0% 0
TOTAL	10

#	TELL US MORE ABOUT WHY YOU CHOSE YOUR ANSWER HERE	DATE
1	At long last we can have personal contact without time restrictions. It has made so much difference.	9/6/2021 11:58 AM
2	The best option for my relative would be to be able to visit in the lounge area where they feel safest and where they can relate to other residents.	9/6/2021 11:26 AM
3	My relatives only visit with outside visits to see me through the window.	9/6/2021 11:19 AM
4	The staff have worked extremely hard to accommodate all visits. Constant updates in between visits should there be causes for concern, which are then addressed.	9/6/2021 11:16 AM
5	It would be nice to take my relative into the garden area when visiting	9/6/2021 10:52 AM
6	I don't need indoor visits.	8/9/2021 2:00 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: 10 Skipped: 0



	EXCELLENT	VERY GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	60% 6	30% 3	10% 1	0% 0	0% 0	10	1.50

#	COMMENTS	DATE
1	Good communication	9/6/2021 11:26 AM
2	It has been well organised.	9/6/2021 10:49 AM

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: 7 Skipped: 3

#	RESPONSES	DATE
1	Frequent updates on visiting to keep me informed of changes. Booking system.	9/6/2021 11:58 AM
2	Great communication	9/6/2021 11:26 AM
3	I don't know.	9/6/2021 11:19 AM
4	A variety of visits available i.e. window/screen/in room. We can spend as long as we want when doing an in room visit, or half an hour if it's a window/screen visit.	9/6/2021 11:16 AM
5	Visiting my relative in their room and taking them out for a visit out is good.	9/6/2021 10:52 AM
6	Excellent	8/9/2021 2:00 PM
7	Well managed and safe.	8/9/2021 1:53 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: 7 Skipped: 3

#	RESPONSES	DATE
1	To allow other close family members to become essential care givers. At present my sibling cannot go into my parent's room.	9/6/2021 11:58 AM
2	None, they are excellent.	9/6/2021 11:26 AM
3	I don't know.	9/6/2021 11:19 AM
4	All visits sufficient to residents needs. No problems.	9/6/2021 11:16 AM
5	Garden visits.	9/6/2021 10:52 AM
6	Don't know.	8/9/2021 2:00 PM
7	Outside and garden visits	8/9/2021 1:53 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: 4

#	RESPONSES	DATE
1	Good communication with relatives and caring staff.	9/6/2021 11:26 AM
2	I don't know.	9/6/2021 11:19 AM
3	An excellent care home with brilliant staff. They have done a brilliant job under very difficult circumstances.	9/6/2021 11:16 AM
4	We have always been accommodated on visiting, even though we chose mornings as my relative is often asleep in the afternoon.	9/6/2021 10:52 AM
5	I have had no problems with the situation.	8/9/2021 2:00 PM
6	Kept will informed of options and guidelines	8/9/2021 1:53 PM