

## Visiting policy review ~ February 2022

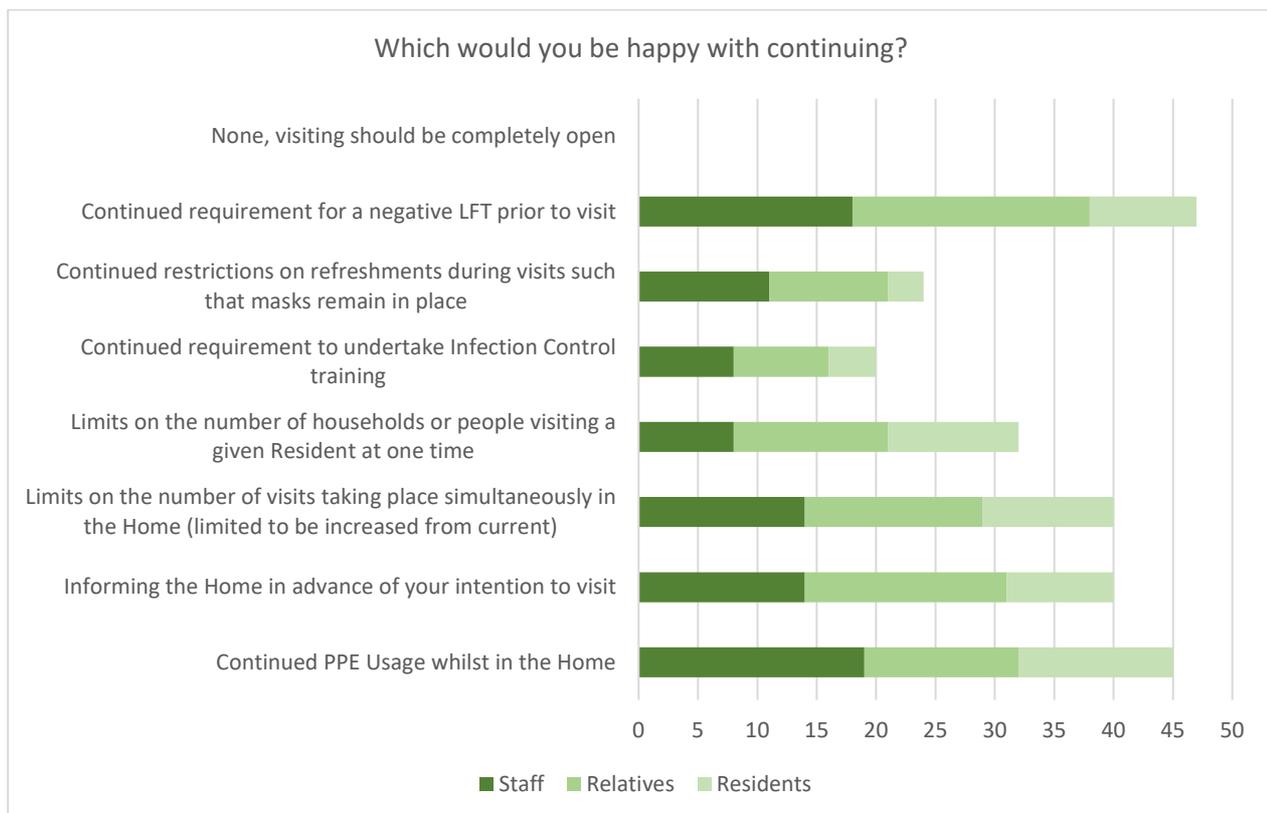
Thank you to all who took the time to respond to our survey. As we emerge from the pandemic we are keen to ensure our policy reviews align with the sentiments of our residents, relatives and staff.

We received 21 responses from staff, 21 from relatives, and a strong response from Hall and Court residents. All responses received have been considered in the below summary, comments are a selection. All actions are highlighted in green below.

### Respondents:

We received no responses from residents in Grove, Place or House. In future we need to work harder to obtain input.

### Preferences for what items of our visitors policy could remain:



There has been a mixed response to the question of how our visitors policy should evolve. **This has been / will be further discussed at the relatives meeting on 2<sup>nd</sup> March 2022.** It is noted that no respondent wishes or expects for no restrictions at all, and there is very clear support for continued use of PPE and LFTs.

The comments received add further to our understanding of perspectives based on ones own experience of Covid, consideration for residents and also the impact on well-being of both the resident and their family.

*“The virus is so strong still, and we need to protect everybody, we don’t have the right to know what relatives do on the outside but we can put measures in place in the home, as someone who’s just starting to get over covid and knowing how it can make you feel I feel it’s **strongly important to remain as strict as possible** to prevent it getting out of control.” (Staff member, Hall)*

*“**Family/friend visits are important** to the residents.” (Staff member, Grove)*

*“Families are as responsive to the needs and welfare of their loved ones, it’s time to get back to trusting and respecting them to make wise choices, our residents need their families, friends and loved knew back in their life now it’s been a long bumpy road **we can’t continue to live so risk adverse.**” (Staff member, Shared)*

*“You have done so very well to date. A little longer to carry on as we are I am in favour of.” (Relative, Hall)*

*“Mum and **the complete family will benefit from visits** not just the restricted few. Her grandchildren need to visit her as all worry for her and it would take the pressure off us. They all live far away so would visit quite rarely. I agree with flow tests but **mum needs to see people’s faces for recognition** as she is struggling to remember who people are behind masks.” (Relative, Hall)*

*“I think these things are **important for the welfare of the home** patients, staff and those visiting who are also often vulnerable themselves.” (Relative, House)*

*“I’ve never known any difference when visiting. I’ve always had to submit a lft, wear ppe and book in advance. Id happily not do any of these however if I can support my dad, other residents and staff wellbeing and safety to enable me to still visit then these are paramount to me. **Would be nice to share mixed households and allow my dad to see my daughter with other family members.** Also we travel a big distance and would be lovely to see him myself after the drive too (rather than just my relatives)” (Relative, Grove)*

*“The ability for **additional visitors** to visit. Two year’s not seeing other family members takes its toll.”(Relative, Hall)*

*“We have been really careful about coming in. Any illness at all we’ve stayed away. **Took no risks at all.** we are so aware of how fragile your residents are.” (Relative, House)*

*“I think the current **visiting policy is very detrimental to the mental wellbeing of the residents.** I think the infection control training is not necessary.” (Relative, Hall)*



There will be no policy that will work equally for all, however as we always have done, in recognition of everyone having unique personal circumstances, we will be granting some autonomy to the Leads and Managers to make exceptions where this is warranted. **Final policy decisions, made following the relatives meeting, will be communicated in an email to relations and published on our website.**

Additionally, while conducting the survey, we received further feedback.

On a scale of 1 to 10 where 1 is not at all and 10 is Very Likely, we asked staff and relatives how likely they are to recommend Askham to a friend looking for work or care respectively.

**Relatives: 9.1      Staff: 8.4**

*"Because we have a dedicated team of individuals who have worked through two years of uncertainty making sure the needs of the residents were met, putting them above the needs of their selves at times" (Staff member, Shared)*

*"Because morral seems pretty low at the moment but cannot put my finger on why" (Staff member, House)*

*"Training, flexible hours, enjoyment, progression is all good. Pay is not so great, interested to see what happens in April when pay rises." (Staff member, Court)*

*"Good care, staff are friendly and compassionate. Some buildings could be renovated to improve quality of the bedrooms and shared facilities." (Relative, Place)*

*"The management does seem to care about residents, which is nit always the case in other homes, and the staff are caring and helpful." (Relative, Hall)*

*"I think the home has managed well under trying circumstances. The residents seem content in general and well cared for. I'm not sure you have always received all the necessary support from the local GPs and hospital services." (Relative, House)*

*"Askham now feels part of my family. My dad has been with you since May. Through two lockdowns and endless 'normality' of not having 'my dad' Askham has taken the lead to care for him. When Askham was suggested as a possible place being out of county for my dad I was hopefully he wouldn't go. However now I can't fault it. This is the new norm now and despite the odd niggle at the start my dad seems happy to be with you. I wish you were closer to home but that's why communication is key to me and my family. I'm hopeful that your staff understand their importance to us as a family and I try hard to thank them for this." (Relative, Grove)*

*"The staff make this home. The care and commitment from each member of the team is outstanding and highly commended." (Relative, Hall)*



*"I feel my mum can be as she is in this home, she seems happy and settled and from what I have seen so far the caterers are friendly and caring towards her and that's all we ask for." (Relative, House)*

*"Home always clean, no urine odour, Mum seems happy and content, only negative we have noted that care staff do not always interact with residents and families like they used too." (Relative, House)*

*"Residents are looked after with care and consideration" (Relative, House)*

*"My husband is well cared for with staff at all levels doing their bit." (Relative, Hall)*

*"Despite my reservations about the visiting policy, we as a family have always found the care provided to be of a good standard. However, our relative has had cause to make several complaints about the food but nothing seems to be done to address her concerns... we do feel she should be receiving food which she finds palatable as we know that often she eats very little of it, which obviously is not good for her health." (Relative, Hall)*

*"Exceptional, friendly and loving home. Staff outstanding." (Relative, House)*

Inevitably there is variation in experience and opinion here. The specific feedback about food will be addressed directly, broader feedback will be shared with staff as much of this is about their hard work and interactions.

We also took the opportunity with this survey to seek feedback from relatives about communications as this had been an area previously raised for improvement.

*"Certainly communication has been recently improved" (Place)*

*"Excellent level of communication at every stage. Quantity and quality is perfect. Thank you." (Hall)*

*"It's not very easy to get through via telephone and some of the staff are had to understand due to language barriers." (House)*

*"The emails are regular and in depth. We have telephone calls with the lead nurse too who supports us and updates us if needed." (Grove)*

*"Disappointing over the last few weeks, when the house was closed recently the only notification we received was a quick phone call from the house saying visiting had been stopped because of covid. Then on Monday 24/01/2022 I was told that it looked as though visiting would resume on Thursday and we should receive an email regarding this, as yet no email why?" (House)*

*"Your emails are sent to my sister, who forwards them onto me but you could also send them to me directly." (Hall)*

*"We understand that everyone is so busy and may take a bit longer for a reply or answer phone, I don't persist. To me if call not answered our loved ones are being cared for. Your staff are amazing. With myself working I understand the pressure your under." (House)*

Overall we can see an improvement but it appears there is still some way to go, particularly in House. **We will take this on board and work with the teams to address this.**

