

Visiting professionals to care homes aide memoire

This aide memoire aims to assist visiting professionals to care homes, to support them to identify best practice as well as what is not working well in the care home sector; provide prompts on what to look out for and support the home. The intelligence gained whether positive or negative needs to be shared with colleagues, incident reporting mechanism or safeguarding team as appropriate. Please note: This is intended as an 'aid memoire' when visiting care homes rather than a document to be filled in.

When visiting a care home, it is important in the first instance that you feedback to the care home manager/ senior on duty as it is important that the home has the opportunity to remedy concerns immediately or provide further information relating to the concern.

If you feel you cannot raise concerns/feedback directly with the home, then please follow the below process or raise a Safeguarding if in your professional opinion the situation warrants this.

Action should be taken to safeguard any adult at risk from abuse and neglect, using this document and the current [Joint Multi-Agency Safeguarding Adults Policy and Procedures](#) (West Yorkshire, North Yorkshire and City of York) in line with **proportionality**. It is also acknowledged that at times there may be incidents where decision-making is not straightforward, professional judgement is required, and in this situation, it is recommended that you seek further advice.

Appearance of an individual / Individuals' care	Care home environment	Safety
<ul style="list-style-type: none"> ➤ Are the resident/s clean, tidy and dressed appropriately for the time of day? ➤ Are the resident/s needs being met in a respectful and dignified way (i.e. are lower tones used for private conversations)? ➤ Are the resident/s care/ support plans and other relevant documentation accessible and up to date to reflect current needs? ➤ Do any restrictions or restraint appear proportionate to level of risk? (i.e. residents not shut in their rooms) ➤ Are the resident/s receiving personalised care? ➤ Are residents accessing appropriate equipment to meet their needs (i.e. their own prescribed equipment/ equipment that is in good working order/ is equipment testing up to date (PAT))? ➤ Are appropriate moving and handling techniques being used (not drag lifting)? ➤ Are there any indicators that residents and carers are involved in their own care? ➤ Are there signs that equality and diversity needs are being met? ➤ Do staff have easy access to resident information that is clear and organised (i.e. pen pictures detailing the resident's preferences/ needs/ wishes)? ➤ Are any residents displaying COVID-19 symptoms? If so, are they appropriately isolating? Has the resident been tested? Has the appropriate recording/ alerting occurred? ➤ Are individuals being supported to social distance wherever possible? 	<ul style="list-style-type: none"> ➤ Does the home feel homely and calm (as opposed to institutional/ clinical and chaotic, i.e. welcoming reception area, acknowledgement on arrival)? ➤ Is the home generally clean (carpets/ skirting boards/ window ledges/ bathrooms), uncluttered (staff stations, hallways and visitor areas) and odour free? ➤ What are the sound levels and noise types like? ➤ Are the home furnishings in a good state of repair? ➤ Does the temperature in the home feel about right? Good ventilation? ➤ Are call bells answered in a timely manner? ➤ Is equipment stored appropriately (i.e. away from fire doors/ in storerooms rather than corridors/ are store rooms tidy and free from inappropriate items/ is the outside free from debris and rubbish)? ➤ Even if limited due to COVID-19, is there still a suitably adapted programme of activities/ social stimulation within the home? Are residents being supported to undertake video calls with family members? ➤ Is there visible/ available/ accessible information that is clear, useful and re-assuring? What is it (i.e. staff team and care home manager details, what uniforms mean, infection control information, how to compliment/ complain)? ➤ Is there evidence that the care home is accessible to those with disabilities? ➤ Is rubbish/ dirty items and linen not visible and disposed of appropriately? 	<ul style="list-style-type: none"> ➤ Are there any noticeable safety issues? ➤ Does this care home appear to think safety is important? ➤ Is information available about the quality of care delivered and the improvements being made? ➤ Is there evidence that staff are concerned about safety and preventing harm (i.e. infections, falls)? ➤ Are there appropriate Infection Prevention and Control practices in place? ➤ Are staff aware of how to support residents who have COVID-19 symptoms? ➤ Are there protected times/ areas for staff to manage drugs and essential equipment? ➤ Are security and fire procedures evident?

	<ul style="list-style-type: none"> ➤ Is the routine of the care home evident to residents? ➤ Is there clear and inclusive signage (i.e. clear signage to rooms/ toilets, welcome signage (including other languages as appropriate)) ➤ Are there doors open to other rooms (e.g. stock/ linen cupboard, staff room or kitchen)? Do they look well organised, clean and uncluttered? 	
<p style="text-align: center;">Staffing</p> <ul style="list-style-type: none"> ➤ Are the staff members on duty welcoming, professional and friendly? ➤ What good team work is taking place? ➤ Does there appear to be sufficient members of staff on duty? ➤ Does there seem to be an appropriate mix of staff skills on duty (i.e. manger, seniors, care assistants, domestics and cook)? ➤ Are the staff practising good hand hygiene techniques, use of PPE, (Aseptic non-touch technique [Nursing homes]) in line with the Essential Steps Programme? ➤ Are staff aware of and practising the new guidance for use of PPE in care homes? (bare below the elbows) ➤ Is there plenty of resident and staff interaction? (are the attentive) ➤ How does the morale of the team seem? (can staff raise concerns openly, are they presented well) 	<p style="text-align: center;">Hydration/ Nutrition</p> <ul style="list-style-type: none"> ➤ Are drinks readily available and are they appropriate to the weather conditions (i.e. cold drinks to support hydration when it is warm)? ➤ Can residents reach/ have their drinks? ➤ Are residents being supported to have drinks? ➤ Are residents being supported to have snacks/ meals? ➤ Do the meals look appetising? ➤ Is the menu varied and does it offer genuine choice? 	<p style="text-align: center;">Medication</p> <ul style="list-style-type: none"> ➤ <u>Non-clinical and clinical staff</u> ➤ Is medication being stored appropriately (i.e. in locked cabinets/ fridge and in date/ left beside a resident)? ➤ Is medication being used for the appropriate resident/s (i.e. are creams/ wound dressings/ nutritional drinks only being used for the resident for whom it was prescribed)? ➤ Is the appropriate medication available to those who need it (i.e. ordered on time/ stocks replenished)? ➤ Is there any evidence of medication errors? ➤ <u>Clinical staff only</u> ➤ Is medication stored appropriately (i.e. medication fridge without food/ not over filled)? ➤ Is the medication stored at the correct temperature (between 2-8 degrees)? ➤ Is there a date on the medication of when it was first opened and is medication still in-date?
<p style="text-align: center;">General</p> <ul style="list-style-type: none"> ➤ Is there anything else that has been noted that builds your confidence and trust, or makes you less confident about the delivery of care? 		