

# Response to Healthwatch Recommendations

**1 March 2023**



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# Healthwatch Recommendation 1

1. Commissioners and providers of residential care (care homes, supported living homes and extra care housing) need to ensure the provision of a safe and welcoming environment for residents, their families and friends, and for residential care staff and carers.



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# Response to Recommendation 1

- Use contracts to ensure that providers of adult social care know what our expectations are regarding safe and effective care.
- Have a safeguarding function, so that incidents of harm are investigated in line with regulations. These investigations lead to recommendations which are followed up by the Quality Assurance Team when they go to visit.
- Have a Quality Assurance Team who:
  - Look into and resolve issues of poor quality care in the services in Kingston
  - Do quality assurance visits to all the providers registered or working in Kingston
  - Liaise with the CQC to follow up on issues with providers in Kingston
  - Liaise with other local authorities in South West London to make sure we share information.



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# Response to Recommendation 1 cont..

- RBK ASC chair a Care Governance Board every month which bring together stakeholders from Health, the Care Quality Commission, Public Health, Healthwatch and other bodies. We discuss providers of concerns and find ways to reduce risk to people using services.
- RBK also has an escalation procedure for serious concerns which ensures that information is shared and proportionate response.
- We also use forums to share best practice and gather feedback from providers, so that our efforts to raise awareness are tailored to what is needed by providers of adult social care



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# Healthwatch Recommendation 2

2. Commissioners should work with providers of residential care to undertake and publish a review of lessons learnt during the pandemic for the future planning and provision of residential care services.



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# Response to Recommendation 2

Public Health Kingston published a lessons learned report

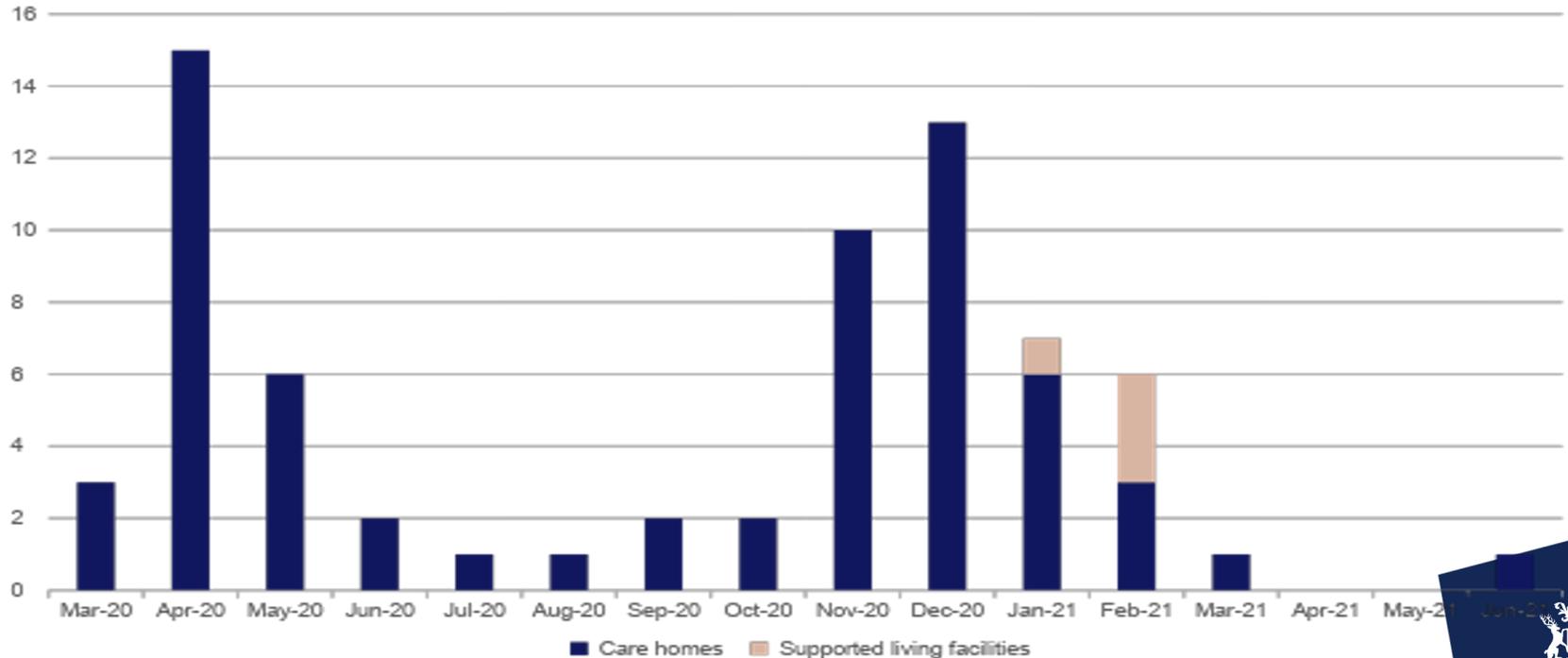
- This was done in June 2021
- The report was abridged (to remove sensitive data which would have identified particular care home outbreaks) and shared with care homes.
- We had a provider forum on 1 July 2021, with good attendance from care homes in Kingston.
- Sam Perkins from Public Health England presented from the perspective of the London Coronavirus Response Centre.
- The report followed reviews of outbreaks and followed the Public Health England format in the document, “Communicable Disease Outbreak Management : Operational Guidance.”



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# Response to Recommendation 2 cont..

Number of outbreaks per month 2020-21



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# Response to Recommendation 2 cont..

## Example of Key Recommendations

- ***Teamwork / human factors / staff behaviour***
  - **Recommendations**
    - Management to carry out regular 1-1 supervision with all employees, carry out individual risk assessments, review any concerns and ensure staff know where to go for support.
    - Management to lead by example and help (and be seen to help) with hands-on care, especially when there are challenges to staffing levels.
    - Internal debriefs and reviews after outbreaks/deaths/severely unwell residents. Allow an opportunity for staff involved to raise concerns, discuss what happened, share learning and offer emotional support to one another.
    - Ensure there is a large enough senior team with the necessary knowledge to take charge should the manager(s) have to isolate.
    - Prioritise regular staff for bank shifts, to avoid carers working at multiple sites.



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# Response to Recommendation 2 cont..

- ***Support from external services / healthcare factors***

- **Recommendation**

- In residential care homes, it is possible that there may be no staff with a nursing or healthcare background. Now more than ever it is important that care staff are able to recognise the signs of deterioration and should be able to competently perform a set of basic observations and escalate the findings appropriately. 'Restore 2' or similar training from our community nursing partners would be recommended.

- ***Facilities/distancing/zoning/physical adaptations within homes***

- **Recommendation**

- Thorough isolation plans should be in place prior to an outbreak, so that staff know in advance how to manage the safe isolation of residents who can't or won't be confined to their rooms.



# Healthwatch Recommendation 3

3. All health and care stakeholders must ensure excellent communication channels between residents, their families and friends, and residential care staff and carers to facilitate the exchange of accurate and relevant information.



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# Response to Recommendation 3

- Work with Adult Social Care social workers to make sure that any concerns are raised quickly with providers and resolved. We also make sure that learning from incidents is embedded by checking when we do QA visits.
- If a problem is complex or if there are differences of opinion regarding what happen, the QA team hold a resolution meeting with the person receiving care, the social worker, the provider and anyone else involved.
- If there is a concern about a social worker or a RBK process, then there is a different way to raise a complaint directly through the Council website.
- Members of the public, people receiving care and their families can directly raise a concern. <https://www.kingston.gov.uk/adult-social-care/worried-quality-care/1>
- There is also an easyread version of the complaint form.



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# Response to Recommendation 3 cont...

- We regularly review the providers that we have contracts with, to make sure that they are providing the right service.
- If we need to amend the type of service that we pay for, then we involve people who use the service to tell us what they need and want in the new service.
- We have mechanisms in place for people receiving care from our Frameworks on Homecare and Supported Living, to give us feedback. We hope this will be on a six monthly basis.
- We also want to know what is working well, and value compliments as much as opportunities to do better



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# Healthwatch Recommendation 5

5. Commissioners and providers of residential care (care homes, supported living homes and extra care housing) should consider how to improve the transparency of decision-making on the arrangements being made in care homes and demonstrate how this is being informed by evidence and experience.



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# Response to Recommendation 5

- Improving transparency of decision making in care homes is crucial for ensuring safety and well-being of residents.
- Commissioners take this recommendation seriously and work towards implementing measures that enhance transparency.
- Ways to achieve this is by ensuring decisions regarding care arrangements are informed by evidence and experience. Providers should have access to resources regarding research and best practices.
- Providers should draw on expertise of staff working with residents to inform decision making.
- Resident and family engagement is crucial, this helps build a culture of collaboration and dignity.



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# Thank you



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