**Care Home Pilot – Registered Manager Questionnaire**

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| **Name of care home -**  **Name of manager -**  **How long have you been a manager of this care home ?**  **About the last 8 months**   |  | | --- | | Thinking back to March, before the pandemic hit. How prepared did you feel for facing a pandemic in care home? Did you have a business continuity plan? | |  | |  | |  | |  | |  | |  | |  | |

At the time - What visiting restrictions were you required put in place to keep staff and residents safe?

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How were these restrictions communicated to you? And by whom?

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How were the restrictions communicated to relatives and residents?

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What was the response from relatives and residents ?

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Did you manage to reinstate visiting again during the late summer? Yes/ no

If yes – how did you do this ?

If no – why not ?

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**Under the new restrictions**

How are you managing visiting in line with the new national restrictions?(lockdown or tiered system )

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What guidance have you received in recent weeks related to care homes visiting ?

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Are you currently undertaking risk assessments to ensure visiting can still take place?

Yes

No

If not – why not?

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If yes – How are you involving relatives in the risk assessment process?

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| What are your main concerns around allowing visiting?   |  | | --- | |  | |  | |  | |  | |
| |  | | --- | | **Residents wellbeing** | | What impact have the restrictions had on the Health and wellbeing of the residents? | |  | |  | |  | |  | |  | |  | |  | | Can you tell us how you have enabled residents to keep in contact with their loved ones? Video calls/ telephone/ facebook groups etc | |  | |  | |  | | What barriers have you faced in trying to keep residents connected to their loved ones? | |  | |  | |  | | Have activities been able to continue as normal during the last 8 months?  Yes  No  Partially  Please tell us more about the activities on offer | |  | |  | |  | |  | |  | |  | |  |  |  | | --- | | What measures have you put in place to prevent isolation? | |  | |  | |  | |  | |  | |  | |  |  |  | | --- | | **Access to Services** | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Did the residents have access to all of their usual healthcare services when needed?   |  | | --- | |  | |  | |  | |  | |   How was this access facilitated (virtual / face to face )etc?   |  | | --- | |  | |  | |  | |  | |  | |  | |  |   Were there any services that were difficult to access? | |  | |  | |  | |  | |  | |  | |  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Were any of the residents admitted to hospital over the last 8 months? | Yes |  | No |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Were the residents tested for COVID before they were discharged back to the home? | Yes |  | No |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Were there any other problems experienced? | Yes |  | No |  | | Do you have any feedback about the hospital discharge process? | | | | | |  | | | | | |  | | | | | |  | | | | | |  | | | | | |  | | | | | |  | | | | | |  | | | | |   **Outbreak management**  How many cases of covid- 19 have you had in the last 8 months?   1. Amongst residents 2. Amongst staff   What is the process for preventing spread of infection within the care home?   |  | | --- | |  | |  | |  | |  | |  | |  | |  |   **How have you found the process of managing outbreaks?**   |  | | --- | |  | |  | |  | |  | |  | |  | |  |   **What support from the LA / CCG have you had with this?**   |  | | --- | |  | |  | |  | |  | |  | |  | |  |   **Testing** |
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Are staff undergoing routine testing for covid -19?

Yes NO

How often does this take place?

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Where and how does it take place ?

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Have you experienced any difficulties with the process? (please explain)

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Have any staff had an antibody test? if yes please explain any results/ outcomes.

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| |  | | --- | | What measures have been put in place if a staff member tests positive for COVID-19? How are they supported by the care home? | |  | |  | |  | | |  | | --- | | How and where do you record and report this information? | |  | |  | |  | |  | |  | |  | |  | | | | |

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| Are residents routinely tested for covid? | Yes |  | No |  |

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| How often is this done?   |  | | --- | |  | |  | |  | |  | |

Who carries out testing on residents ?

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| what challenges have you faced when trying to test residents? |
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| What support have you had with this? |
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| **Communication** |
| How do you keep the resident’s family and friends informed of their relatives care? | |
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| How effective is this method of communication? | |
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| How often do you keep in touch with them? Is this usually just one point of contact per resident? | |
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| **Team wellbeing**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Staff** | | | | | |  |  |  |  |  | | Have you experienced any issues with capacity over the last 8 months | Yes |  | No |  |  |  | | --- | | Please explain | |  | |  | |  | |  | |  |  |  | | --- | | What impact has COVID-19 had on the wellbeing of your staff? | |  | |  | |  | |  |   What support have you found most valuable over the last 8 months? |
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| How could the support be improved? |
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| How have you found managing a care home during these challenging times? |
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| What impact has the pandemic had on your wellbeing? |
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| What have you learnt over the last 8 months? |
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| Are there any practices that you would keep in place, following the pandemic? |
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