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Care homes and supported living: Learning and sharing following the COVID-19 lockdown

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About SCIE

The Social Care Institute for Excellence improves the lives of people of all ages by co-producing, sharing, and supporting the use of the best available knowledge and evidence about what works in practice. We are a leading improvement support agency and an independent charity working with organisations that support adults, families and children across the UK. We also work closely with related services such as health care and housing.

We improve the quality of care and support services for adults and children by:

- identifying and sharing knowledge about what works and what's new
- supporting people who plan, commission, deliver and use services to put that knowledge into practice
- informing, influencing and inspiring the direction of future practice and policy.

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Learning and sharing following the COVID-19 lockdown

This resource is a dynamic set of practice examples with links to quality-checked guidance and resources and is designed to support care home and supported living staff to both find and share examples of COVID-19-related good practice.

About this guide

Following consultation with sector leaders, groups representing providers, care home managers and senior staff, and those with lived experience of social care or as a family member, we have identified three key topics that were important to care homes in a continuing COVID-19 context:

- Staff wellbeing
- Balancing infection control with the wellbeing of those being supported
- Opening up care settings

Care home and supported living staff will be able to learn how care homes have developed good practice in these difficult times and see if they can adapt them to work in their own care setting. In addition, the resource signposts a set of quality-checked existing resources so that those working in care settings can quickly see if they are relevant.

Information for each resource includes:

- **Care setting** – which care setting(s) the resource applies to
- **Audience** – who the resource is aimed at
- **Region** – which UK region(s) is the resource relevant to
- **Format** – is it a webpage, pdf, poster or collection of resources
- **Overview** – short summary of the resource or guidance

This is a dynamic resource and SCIE would like to hear about your experiences during COVID-19. We invite you to submit examples of your own practice that you feel have been successful and could be applied by other care homes. Care homes can learn from each other and improve ways of working to ultimately support residents better.

Care staff wellbeing

Care homes and supported living: Learning and sharing following the COVID-19 lockdown

The COVID-19 pandemic has been and continues to be a particularly challenging and stressful time for care home and supported housing staff. All staff, including care staff, domestic staff, nurses and managers have been affected.

Stress and anxiety have been high and especially so in homes that have experienced a serious outbreak.

Conversations with care home managers, staff, providers and sector leaders have identified common issues which are negatively affecting the wellbeing of care home and supported living staff. These include:

- Anxiety around a first or another outbreak in their home
- Bereavement and grief following the deaths of people living in care settings, colleagues and also those in their own family and friendship groups
- Physical and emotional effects of wearing PPE, especially masks
- Pressures of time on managers – particularly the volume of guidance, paperwork and reporting to various agencies
- Long hours with a lack of breaks and annual leave
- The negative effects of limited or no visiting into the care setting on those living there and also on staff
- Uncertainty around the lifting of lockdown and what that means for care settings
- Uncertainty and stress caused by financial pressures on the organization

This section contains practice examples from the sector that highlight ways care homes and supported living providers have supported their staff during periods of crisis and in a broader COVID-19 context. In addition, there are links to quality-checked guidance and resources that cover the topics of: general support and wellbeing, supporting staff following bereavement or multiple deaths in a home and supporting Black, Asian and minority ethnic staff.

Practice examples

Emotional support for care staff: safe spaces

Herncliffe Care Home found that staff throughout the pandemic were struggling emotionally with not only the loss of residents, but also with the constant fear of the risk of infection to themselves and to their families. This was having a particularly negative impact on the mental health of some staff, including staff needing time off and having anxiety attacks. The mental health supporter in the home began to offer one-to-one support to staff whenever they needed it. In addition, the home supported a request from staff to be allowed to set up safe spaces on their units, where they could take time out, relax, and get peer support. The staff were able to choose a name and some resources for their relaxation rooms, including aromatherapy, relaxing music and chocolates. These areas and the mental health support

have been invaluable to staff wellbeing. The rooms were used frequently throughout the worst part of the breakout in April, and are being used less now. These changes helped to support mutual care and support amongst the team.

Useful learning

Staff benefit from regular and reliable support to maintain mental wellbeing, including time and space away from their everyday tasks.

Wellbeing support line and learning modules

Barchester Healthcare set up a COVID-19 support line for its staff, giving them the opportunity to share any worries they may have with other staff who have more experience of working in a care home environment. Recognising the key role of manager in supporting staff wellbeing, it also created some specific learning modules on leading through a crisis. These were on supporting others with empathy, maintaining morale, building resilience and more. More information can be found at [Barchester Healthcare – employee wellbeing in care homes](#) (Local Government Association).

Useful learning

Staff should be offered the time and opportunity to share their concerns with colleagues and experienced care workers.

Being reflexive and demonstrating kindness

Pottles Court in Exminster has been supporting the wellbeing of care staff by managers being more openly reflective about their care and work. This included weekly open forums or team briefings that were used in two ways. The first was to promote relevant news and updates and to share data, facts and virus status. The second was to allow staff to air issues, to discuss coping top tips and to promote kindness in their work with each other as well as with those they care for.

Useful learning

Forums can enable staff to air their views and reflect on the events of their days.

Emotional and practical support

At **TLC Care**, managers acknowledged both the emotional and practical challenges facing team members. Mental health first aiders were made available in each home as well as support via the Care Workers' Charity. Senior management hosted fortnightly Q and A sessions with all team members to discuss any concerns they had. Feedback reflected how much the team appreciated having the chance to express their views and feelings. Team members have always been provided with freshly cooked meals during their working day, but during lockdown this was extended so team members could take essential food items home to support both themselves and their households. Fruit baskets were sent to each team members home to ensure their families had fresh fruit available.

Useful learning

Providing options for both emotional and practical support contributes to wellbeing and enables staff to access support in a way that they feel comfortable with.

Support for BAME staff

Black, Asian and minority ethnic (BAME) staff may have and continue to experience heightened stress due to the [disproportionate impact of COVID-19 on the BAME communities](#). In the additional context of the [Black Lives Matter global movement highlighting ongoing racism and inequalities](#), it is important to consider the wellbeing of these groups and additional stresses they may be experiencing.

There has been more focus on BAME staff working in the NHS than within social care and care homes more specifically. Whilst it is essential [risk assessments](#) consider ethnicity alongside other factors (age, sex and underlying health conditions), there has been less focus on emotional wellbeing for them.

The Local Government Association's [COVID-19: good council practice](#) links to many examples of good practice from local authorities around England. Under 'Workforce' there is a section on BAME workforce risk assessments which also includes examples of letters sent to BAME staff with offers of support and counselling.

Other examples of support for BAME staff comes from the NHS. Some NHS trusts sent a letter to all their BAME staff offering reassurance, offers of support and counselling and avenues of communications for any concerns they had. These trusts included [Guy's and St Thomas'](#) and [Somerset NHS Foundation Trust](#).

Useful learning

Black, Asian and Minority Ethnic (BAME) staff have been disproportionately affected by the COVID-19 pandemic and may well have suffered additional stress as a consequence. It is important this is considered when looking at their wellbeing and ways of supporting them that are targeted and specific.

Note: Whilst conversations SCIE has had with the sector have highlighted concerns around wellbeing for BAME staff, there is little in the way of specific guidance or practice examples at this time. We would welcome links to any relevant resources or examples of supportive practice from the sector. Please contact us.

Guides and resources

BAME workforce: COVID-19 recovery and beyond (Skills for Care)

Region: England

Care settings: All social care settings

Audience: Care home and supported living managers, care providers (particularly HR staff).

Format: Webinar recordings

A series of four virtual events held in July and August 2020 which explored and debated the support for BAME staff across social care.

[Skills for Care webpage](#)

Wellbeing and support line for health and social care workers (Samaritans)

Confidential support line from Samaritans for health and social care workers and volunteers based in England.

[Samaritans webpage](#)

COVID-19 social care staff wellbeing (Local Government Association)

Region: England

Care settings: All social care settings

Audience: Care home managers, local authorities, care providers (particularly HR staff).
Some resources for frontline staff

Formats: Webpages, pdf, poster

Links to helpful resources for managers, which are tailored to the social care workforce. This includes a [guide for managers](#) to help them think about the different ways they can support the wellbeing of their staff both as a webpage and pdf. There is a two-page guide for managers on supporting psychological wellbeing of care staff and a single page guide for frontline staff as well as a poster.

[Local Gov webpage](#)

Guidance for managers and decision-makers in supporting care home workers during COVID-19 (COVID Trauma Response Working Group)

Region: UK

Care setting: Care homes but also relevant to supported living

Audience: Managers and care providers

Format: pdf

Short guidance based on a rapid synthesis of published research, expert clinical opinion and the experiences of care home managers and staff. It includes a single page of key recommendation for managers in supporting their staff during COVID-19.

[COVID Trauma Response Working Group PDF](#)

My Home Life resources for staff (My Home Life)

Region: UK

Care setting: Care homes, with a focus on older adults

Audience: Care home managers and frontline staff

Formats: Webpages; pdfs; videos

My Home Life has **a range of resources for care homes**, including **Conversations with care homes**, a YouTube series of short videos discussing real situations care homes are facing as well as ideas for practice and positive change. Particularly relevant to staff wellbeing are **Looking after yourself** (episode 2), **Staying connected with spiritual and religious needs** (episode 4), and **Mental Health Awareness week** (episode 6).

My Home Life resources for staff

Bereavement

Top tips for tricky times: Supporting staff following multiple deaths in care home environments (NIHR, Applied Research Collaboration, East of England)

Region: UK

Care setting: Care homes, with a focus on older adults

Audience: Care home managers, frontline staff

Format: pdf/poster available via webpage (requires simple registration to download all 8 Top Tips)

One of eight **Top tips for tricky times** by a group of care home researchers from two NIHR Applied Research Collaborations. Each topic is presented on a simple single page poster. The Top Tips are evidence based and aimed to support managers in how they can respond to their staff.

NIHR webpage

Bereavement resources for the social care workforce (Department of Health and Social Care)

Region: England

Care settings: All social care settings

Audience: Care home managers and frontline staff

Format: Webpage with links to resources

Government guidance highlighting resources and help available for social care providers and managers to support staff with bereavement, be that from the loss of those they care for, colleagues or other friends and loved ones.

[DHSC webpage](#)

How to manage a grieving team member (MindTools)

Region: UK

Care setting: All social care settings

Audience: Care home managers

Format: webpage

Web resource to help managers support grieving team members. It is not specific to a care home context, but much of the information is relevant. It draws on different evidence and expertise and has helpful tips on using empathetic language and managing a return to work.

[MindTools webpage](#)

Peer support networks

Managers and care staff have highlighted the important role of [peer support](#), both in practical terms for finding out information and answering questions, but also for wellbeing. Knowing others are having similar issues and stresses and being able to talk openly to others that will understand has been highlighted as supporting emotional wellbeing. This was especially so for managers who are most vulnerable to isolation in their role.

Examples of online and social media groups include:

- The Queens Nursing Institute has set up a [Facebook support page](#) for Care Home Registered Nurses
- A national COVID-19 online care home community or practice has been established, and care home staff, NHS and social care professionals are encouraged to join by emailing Anita Astle at anita@wrenhall.com
- There are also various regional care provider networks. Skills for Care can support managers in finding a [local network](#)

Balancing infection control with wellbeing

Care homes and supported living: Learning and sharing following the COVID-19 lockdown

Care providers, managers and care staff have told us about the innovation and dedication of care home and supported living staff, from care staff to the kitchen staff, in trying to support the wellbeing of those they care for at the same time as continuing to implement distancing and PPE rules. Below are examples of some of the changes care homes and supported living staff have made that they found worked well and examples of wider community support. In addition, there are links to guides and resources which have been particularly helpful in supporting these activities.

Practice examples are focused around four areas:

- Particularly relevant to supporting adults with autism and/or learning disability, was the recreation of their everyday visits to shops and cafes within the care setting. This has enabled both a 'new normal' for people who find changes to routine more stressful and supported skills development.
- Making food and meals special both as an activity and to support those not eating well.
- Arts, crafts and games, with homes balancing social distancing with meaningful activities that may connect those living in a care home and also their families.
- Keeping people connected with the community, highlighting that communities and local authorities have an important role to play in supporting care homes.

"We've heard so much about how people have died in care homes – now we need to focus on how they're going to live."

Anne Child MBE, Royal Masonic Benevolent Institution Care Company

Note: SCIE would be interested to hear of any resources you found particularly helpful and examples activities to support wellbeing that you have started or expanded. If there was anything that did not work so well, do share that as well! People living in care homes and supported living are hugely diverse, and we welcome examples that would be of interest to specific groups as well as more general ones. Please contact us.

Practice examples

Recreating shops and cafes

Woodleigh House, a care home for 12 adults with learning disabilities, physical and sensory disabilities and autism, set up a 'Tuc & Tat Shop' during lockdown. Residents helped in ordering stock, pricing up and running the shop. This provided an opportunity to build skills around finances, IT, communication and general monetary awareness. Any profits from the shop have been used to buy new stock and to fund projects like improving the garden area.

At **Kent Autistic Trust**, staff were aware of how much people's routines had been disrupted and how distressing that could be. To support favourite activities and routines around food and drink, staff contacted McDonald's to request packaging and have provided coffee machines, capsules, toppings, flavour shots, whipped cream and Costa cups so that people can 'go for a coffee'. Staff arranged with their local shops for magazines, newspapers and bottles of coke to be delivered each day.

The **Accomplish Group** supports adults with autism and found that no longer being able to go out for coffee to a favourite coffee shop has been challenging. This has been replaced with a drive to a bench in a remote area and for coffee to be created whilst sat on the bench using the right kind of coffee and the right kind of coffee cup. Whilst still different, the taste and certain important visual things were the same. By doing this at the same time each day, a new, enjoyable routine has developed.

One of the people the Accomplish Group supports loves to go shopping for CDs to the local charity shops and then to have a bacon sandwich in a local café. Staff donated old CDs and set up a shop for him to arrive, keeping it as real as possible. He spent time sorting the CDs and paid for those he wanted. Staff took his order for a bacon sandwich and served him at a different table.

Useful learning

The recreation of everyday visits to shops and cafes within the care setting can help establish new, supportive routines, and help maintain contact with the community. Focusing on challenging and ultimately rewarding jobs like setting up and running a shop or café can enable residents to learn new skills and provide a sense of achievement for positive wellbeing.

Making food and meals special

At **Milkwood Care Limited**, one lady was not eating well in isolation. At lunch time, staff took her outside and served her meal, and made a pre-planned Zoom call to her daughter so they could have their lunch 'together'. It gave her a sense of eating with her family and as a result she ate better. This more social lunchtime experience was repeated as frequently as possible, particularly with this woman and her daughter.

Other examples include:

- movie and popcorn nights
- sherry or port evenings with cheese and nibbles
- afternoon teas
- creating individual menus for people to order from.

BBQs have been popular for making meals more of an event, and allowing social distanced outdoor meals when the weather allows.

Useful learning

Special or fun mealtimes can help promote a sense of community within the home and support for individuals who struggle to eat and drink well in isolation. They can be enjoyable occasions for care staff as well.

Arts, crafts and games

There have been many examples of care staff using arts and crafts activities to support the wellbeing of people living in care homes and supported living. These have included:

- making planters from old tyres
- Zoom bingo
- hunt the teddy (including notes and small prizes)
- making fat balls for the birds
- making and sending card to families, including photographs inside.

Examples and feedback from care homes and supported living managers have highlighted the wider ranging, and often previously unknown, talents of staff. For example, as skilled bakers, musicians and artists. Managers have reported wishing to continue to discover and promote staff talents for the wellbeing of those living in, working in and visiting care settings going forwards.

Norfolk Integrated Housing and Community Support Service (NIHCSS) organised social distancing bingo which took place outside of Boudicca Court residential service. Seven of the residents took part and staff said they kept asking for more games and are looking forward to

repeating the activity again. The Locality Manager at the service explained how the activity had been a comfort and welcome distraction from the way the support some of the service users received had been disrupted and commented that 'was great and the staff enjoyed it too!'.

Useful learning

There are many socially distanced arts and crafts activities as well as games that can support creativity, expression and community for people living in care homes and supported living. Find out more about what you can try in SCIE's Arts in care homes.

Keeping connected: Support from councils and the wider community

Following engagement with providers about technology needs, Dudley Council has purchased a number of tablet devices for nursing and residential care providers. The 10-inch tablets are SIM-enabled which means that locations with poor or no broadband can still get connected. The council has been working in partnership with [My Improvement Network](#) to deploy the devices and this includes remote onboarding, training and technical support if required. To date, over 45 devices have been rolled-out. As well as supporting improved communication between local system partners during the pandemic, the devices are being used to enable residents stay connected to family, friends and faith groups.

At **Boudicca Court residential service**, part of Norfolk Integrated Housing and Community Support Service (NIHCSS) staff had the idea of holding an outdoor social distancing movie night. To achieve this, they needed a projector and screen and put out a Facebook message to the local community to see if anyone could help. Members of the public enthusiastically responded and generously provided both items brand new, allowing the show to go ahead.

A number of care homes, including **TLC Care** have highlighted that the introduction of, or increased use of video calling with team members supporting residents to contact their families, had for some, increased their 'world' and their connections. This was particularly so for those who had friends and family living across the globe. Both team members and residents are keen for video calls to continue to be supported in the future.



Useful learning

Care homes and supported living providers have been enabling residents to stay connected with the outside world – especially with family and friends. The wider community can be an essential in supporting access to technology and can help meet specific needs.

Guides and resources

Top tips for tricky times (NIHR, Applied Research Collaboration, East of England)

Region: UK

Care setting: Care homes (older adults)

Audience: Care home managers, frontline staff

Format: pdf/poster available via webpage (requires simple registration to download all 8 Top Tips)

These are three of eight 'Top tips for tricky times' by a group of care home researchers from two NIHR Applied Research Collaborations. Each topic is presented on a simple single page poster. The Top Tips are evidence based and aimed to support managers in how they can respond to their staff.

Top tips for tricky times: Providing physical comfort and reassurance to care home residents during COVID-19; Using music to provide comfort and reassurance to care homes residents living with dementia; helping care homes residents with dementia to use a video to communicate with their families.

Free wellbeing resources for care homes (Oomph!)

Region: UK

Care setting: Care homes (older adults) but much would apply to supported living

Audience: Care home managers, frontline staff, older people living in a care home

Format: Webpage, pdf/posters

Posters with ideas for activities to cover a range of interests. There are also printouts for exercise sessions which include photographs for each movement. These resources have been designed with people living in a care home in mind thinking about the best use of indoors and outdoors space.

[Oomph! webpage](#)

Inspiring care home residents to be creative (SCIE)

Region: UK

Care setting: Care Homes (older adults) but much would apply to supported living

Audience: Care home managers, frontline staff, older people living in a care home, families

Format: Webpages. pdfs, videos

Ideas and examples about involving people who live in care homes in creative arts. Written in association with the National Activity Providers Association (NAPA), the guide includes dance, drawing and painting, gardening, making things, music and singing, puppets, reading and writing, sculpture and pottery, benefits of using arts and digital. This is not COVID-19 specific, but is a comprehensive set of activities guides and links to resources.

[Arts in care homes webpage](#)

Impact of PPE on individuals with dementia (NHS Lothian)

Region: Scotland but applies UK wide

Care setting: Any care setting for people living with dementia

Audience: Care home and supported living managers and care staff working with adults with dementia or cognitive impairment

Format: pdf

Single page guide with helpful ideas for reducing anxiety in those living with dementia when wearing PPE, although many tips would be helpful for any adults who may feel anxious, not only those living with dementia.

[Impact of PPE PDF](#)

Relatives & Residents Association Helpline

National charity for older people needing care and the relatives and friends who help them cope. They support and inform residents, families and friends to find out all they need to know about care and to help them if things go wrong.

[Relatives & Residents webpage](#)

Opening up care homes and supported housing

Care homes and supported living: Learning and sharing following the COVID-19 lockdown

Opening up care homes and supported housing includes both facilitating visitors coming into the home and also those living in a home or supporting living environment being supported to safely go out.

Whilst the UK continues to experience changes to restrictions and areas move in and out of different Tiers, care homes have been starting to open up to visitors and supporting people to go out safely.

Prior to the publication of the Government guidance, SCIE held two virtual meetups with care homes and supported living managers to discuss issues around opening up care homes. Providers were at different stages and were balancing a range of considerations.

Care homes and supported living managers recognised the importance of opening up care settings for:

- wellbeing (emotional, cognitive and physical) – of both those living in the care setting and their families
- supporting care – highlighting that family members can be an active part of the care team
- independence – opening up care setting allows those living in them to go out.

The first practice example below contains a general overview of the different methods being implemented to support visits. The second example is a detailed overview of indoor visits using a visitor pod. The third is an example of how visits outside the home could be risk assessed and supported, making it clear that visits could only be facilitated where certain conditions could be met.

There has been limited guidance and resources on this topic to date, with the Government publishing Visiting care homes during coronavirus. There remain some significant gaps, including guidance specific to supported living and guidance on supporting visits out of the home. These are both being considered by DHSC.

Opening up care settings has been a high priority but area of concern for many providers. This is an area that has been highlighted as important for sector learning and peer support. Please do contribute examples you have, including what has or has not worked well. Please contact us.

Practice examples

Different approaches to supporting visits

Managers have reported using a range of approaches to support visitors in care settings, most of which were currently outdoors and weather dependent:

Outdoors

- Patio areas with glass fencing
- Gazebo/marquees
- Garden visits with social distancing

Indoors

- Using visitors' pods. Splitting a room with Perspex screen and using a hands-free intercom system.
- Room being used is purpose built or directly accessible from outside
- 'Window visits' (visitor is outside)

There was set of common considerations for supporting visits and these were:

- Appointment systems, limited number of visits, set times for visits, visits for a limited amount of time (such as 30 mins)
- Making sure staff are available to support visits and to 'keep an eye'
- No toilet visits or refreshments provided to visitors (they can bring their own refreshments though)
- The use of a mixture of face-to-face and virtual/online visits to meet different needs

Useful learning

There are a range of approaches care homes can use to support COVID-safe visits, all of which require planning and resources; in terms of changing the physical environment and staff being available to support visits.

Visitor pods for indoors visiting in care homes

The [Royal Masonic Benevolent Institution \(RMBI\)](#) Care Co was able to restart care homes visits by installing COVID-secure visitor pods. The newly created partitioned spaces have an airtight glass screen. The residents and care staff enter from a door within the care home and are separated by the glass from the visitors who enter and exit directly from outside the home.

The pods have an intercom system to allow everyone to speak easily with one another. Both sides of the pod are deep cleaned between each visit.



“It means the world to our residents to be able to have their loved ones visit and chat to them.”

“We’re all looking forward to the day when they can hug each other, but until then, we hope that our new secure pod will make it a bit easier for our residents and their families.”

Beverley Roberts, Home Manager at Prince Michael of Kent Court in Watford.

Useful learning

Care homes may have to be creative to set up safe indoor spaces to make sure both residents and visitors feel comfortable during visits. The layout of the home and resources available may influence what is possible.

Planning for visits outside supported living to the family home

Achieve together is a provider of support for people with learning disabilities, autism and associated complex needs. In dialogue with families it has created a risk-consideration tool to consider the potential for the young adults they support to spend time with their families, indoors at the family home.

This includes:

- A flow chart where 14 criteria need to be met to allow a visit to be supported. Considerations include capacity, transport, restricting other visitors in the family home, social distancing, PPE if necessary, cleaning, actions to be taken when returning to

supported living, testing and the need to change or cancel plans at short notice if risks change. Any visit and the actions put in place need to be agreed by all parties as well as the funding authority.

- A form with details as to how risk will be managed for each individual visit and for each area of risk identified.
- A contact plan for the young adults and their families so that everyone understands their role. This plan includes the responsibilities of both the young adult and their family.

Useful learning

Planning for visits outside of supported living and care homes is a process involving the providers, person being supported and families with understanding their role and responsibilities. This example could provide a good template for planning visits to family homes.

Guides and resources

Update on policies for visiting arrangements in care homes (Department of Health and Social Care)

Region: England

Care Setting: Care homes

Audience: Care home managers, commissioners and providers

Format: Webpages

This updated guidance sets out:

- the principles of a local approach and dynamic risk assessment
- advice for providers when establishing their visiting policy
- advice for providers when taking visiting decisions for particular residents or groups of residents
- infection-control precautions
- communicating with family and others about the visiting policy and visiting decisions.

Policies for visiting arrangements

Visitors' protocol – CPA briefing for care providers (Care Provider Alliance)

Region: England but with relevance to other regions

Care setting: Care homes for older adults (including dementia). Of relevance to care settings for people of working age (including physical, sensory or learning disabilities)

Audience: Care home managers, commissioners and providers

Format: Webpages; downloadable pdf

Protocol developed in consultation with Carers UK, John's Campaign and the Relatives & Residents Association. The protocol sets out a dynamic risk-based approach to facilitating visits and includes and includes different types of visits, policies and procedures and rights and responsibilities for both care providers and visitors.

Coronavirus visitors protocol



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