

Message

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Sent: 07/04/2020 14:27:26
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Subject: RE: Advice letter to care homes
Attachments: Residential settings letter.docx

Hi all,

I can see this will go out from the Chief Medical Officer and Deputy Director General of Social Services and Integration. I have provided some comments on this letter and detailed notes on the guidance. Thank you for the opportunity to contribute.

I think it is worth thinking about how this will land and what key message the providers will take from it, particularly if it goes out on its own i.e. not alongside the more detailed guidance. The letter includes many useful messages which providers will have had before around, for example staff with symptoms and the management of that. The thing that is likely to jump out for them is the message around accepting patients from hospital including those that may have COVID-19.

Providers have a responsibility (and legal duty) to make the decision whether they can care for and meet a person's needs taking into account the resources and facilities they have and the needs of the existing residents living at the home, before they agree to provide care. If providers ask, this is the advice we will be giving them. This is because our experience of care homes that get into difficult or fail is they have accepted into the home residents with complex needs that they can't meet safely.

I think it is quite tricky to align the two messages (which could be seen as contradictory): one for citizens at high risk needing to be shielding in the community, and one where care home providers are being encouraged to accept patients with Covid 19 into a home where many other high risk people live and there may be no existing cases of Covid 19. What might families say if the virus was to spread in such a care home?

I appreciate these are very difficult times but I do think this is an important consideration.

Many thanks

Margaret Rooney

Dirprwy Brif Arolygydd / Deputy Chief Inspector
Arolygiaeth Gofal Cymru (AGC) / Care Inspectorate Wales (CIW)

Irrelevant & Sensitive

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