



Every Covid Visit Matters

Within our service areas, care homes, supported living, community etc, we as the Local Authority rely on feedback from various professionals. For example, reporting Safeguarding Concerns, requesting social care assessments or providing feedback to our quality assurance team.

Due to COVID, there has been restrictions placed on non-essential visits due to prevent the spread of the virus. CQC also have took the stance not to complete non-essential visits, as part of their regulation of services. In light of this, we rely more than ever on key services to feedback any areas of concern, as well as anything positive. This will help determine any next steps needed and our risk assessment.

This list is not exhaustive, but gives some examples of what we mean...

- GP's visiting care homes
- DN's / TVN's visiting care homes
- Housing welfare officers visiting people's homes who may have a package of care
- Telecare visiting peoples home who may have a package of care of live in supported living
- LLAMS visiting care homes, supported living, people's homes and may be in receipt of services
- LD Nurses visiting care homes, supported living people's homes and may be in receipt of services

It would benefit ourselves if there is an effective and non-time consuming way of reporting feedback, so we can review and monitor care providers outside of individual safeguarding reporting. This would be titled **'every Covid visit matters'**

If a visit has been conducted by a provider and where feedback has been identified, regardless of level, impact or whether it is something you feel is minor, please complete the ECVM feedback form and send to contracts@halton.gov.uk

If you identify a safeguarding concern, or a need for an assessment/reassessment, then please follow normal local processes for the reporting of these issues.