PERSON Approach for Professionals visiting a Care Home

Person-centred	• Are peoples' clothes clean and comfortable and appropriate for the time of day/season? • Are people treated in a dignified way? • Are support plans accessible and up to date to reflect current needs and outcomes and is it clear that the person/their family are involved? • Is appropriate equipment provided e.g. bed, mattress, chair, hoist and in good working order? • Do staff know the residents or have easy access to information in relation to their care needs and outcomes?
Environment	• Does the home feel welcoming, friendly, homely and calm? • Is the home clean and tidy? Any unpleasant odours? • Does the temperature in the home feel about right? Good ventilation? • Is equipment stored appropriately? • Is rubbish/waste items disposed of appropriately?
Responsive	• Are call bells being answered in a timely manner? • Are activities happening in the home, including for residents in their rooms? • Are staff responding to requests/recommendations made by you? • Is the manager/deputy visible in the home? • Does the home promote feedback?
Safety	• Are there any noticeable safety issues? Trip hazards? Cluttered areas? • Are there appropriate Infection Prevention and Control practices in place? • Are staff trained to deliver care required to people in accordance with their care needs and wishes/preferences? • Are security and fire procedures evident?
Opportunity	• Are medicines left unsupervised on tables or medication trolley left open? • Are there inappropriate requests for covert administration? • Are records/medication available when needed? • Are staff interacting positively with residents? • Are staff engaging with you as a visiting professional?
Nutrition & Hydration	• Are drinks readily available? Can people reach their drinks? • Are people being supported to have drinks/snacks/ meals? • Do the meals look appetising? Are people being offered choices? • Is the dining area bright and welcoming and meal-times sociable and inviting?

It is requested in the **first instance** that you feedback to the **home manager** on duty, as it is important that the home can remedy concerns immediately or provide further information relating to the concern. If you feel you cannot raise concerns/feedback directly with the home or would still like to let us know of such concerns, then please continue by using this PERSON Feedback form. Please also use this PERSON Feedback form to share best practice, and positive experiences from your visit with the Local Authority.

If in your professional opinion the situation warrants a **Safeguarding Concern** (see the Joint Multi-Agency Policy and Procedures), please refer to the links below:

To raise a Safeguarding Concern for North Yorkshire County Council visit - here
To raise a Safeguarding Concern for City of York Council visit - here

NB: Submitting a Safeguarding concern about an individual does not exclude submitting a PERSON form

North Yorkshire Council Form

York City Council Form

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