




Questions about visiting in care homes, hospitals and hospices



Questions




1. What do you think about it?

Good

Bad

Not sure



Easy read questions

About this survey



Please read our booklet called 'Rules we want to make about visiting in care homes, hospitals and hospices' before you read this.



We now want you to answer some questions about visiting and the new rules we want to make.



We will use your answers to understand how our **proposed** new rules will affect people who visit, live or work in care homes, hospitals and hospices.



Proposed means our rules have not been made yet and are only ideas.



You do not need to answer any question you do not want to or you do not understand.

How to fill in this survey



You can fill in this survey on your computer or you can print it and fill it in with a pen.

If you fill in this survey on a computer



- Click the box under or next to each question and type your answer.
- If the question has small boxes, click the box next to the answer you want to choose.

If you fill in this survey with a pen



- Write your answer in the box under each question.
- If the question has small boxes, tick the box next to the answer you want to choose.

Questions we want you to answer

Personal views are what you think.

A **professional** means someone who works in a care home, hospital or **hospice**.

Hospices give care to people who are very unwell or might pass away soon.

Question 1. Are you answering this survey as someone sharing their personal views or as a professional, company or charity?



Questions we want you to answer

These questions are about care homes, hospitals and hospices in England.

Please only answer the questions in this survey if you are someone who visits, works or lives in a care home, hospital or hospice in England.

You can also answer the questions in this survey if you are someone who has visited, worked or lived in a care home, hospital or hospice in England.

Question 2. Are you someone who has ever visited, worked or lived in a care home, hospital or hospice in England? This includes if you do now.

Please tick **1** box that is right for you

Yes

No



Question 3. What is your reason for answering the questions in this booklet?

Please tick **1** box that is right for you



- I live or have lived in a care home
- I have visited someone in a care home as part of my job
- I have visited someone in a care home as a friend or family member
- I work or have worked in a care home
- I am the manager of a care home

There are more choices for this question on the next page.

- I live in a hospital or have lived in a hospital
- I have visited someone in a hospital as part of my job
- I have visited someone in a hospital as a friend or family member
- I work or have worked in a hospital
- I am from the CQC
- I am part of a hospital board
- I live in a hospice or have lived in a hospice
- I have visited someone in a hospice as part of my job
- I have visited someone in a hospice as a friend or family member
- I work or have worked in a hospice

There are more choices for this question on the next page.

I am part of an organisation or charity



If you want to, tell us the name of your organisation or charity.

I have a different reason to answer the questions in this booklet



Please tell us your reason.

Question 4. How old are you?

Please tick **1** box that is right for you



- | | | | |
|--------------------------|---------------------------|--------------------------|-----------------------|
| <input type="checkbox"/> | Younger than 18 years old | | |
| <input type="checkbox"/> | 18 to 25 years old | <input type="checkbox"/> | 41 to 50 years old |
| <input type="checkbox"/> | 26 to 30 years old | <input type="checkbox"/> | 51 to 60 years old |
| <input type="checkbox"/> | 31 to 40 years old | <input type="checkbox"/> | 61 years old or older |

Your **sex** means if you were born a male or female.

Question 5. What is your sex?

Please tick **1** box that is right for you

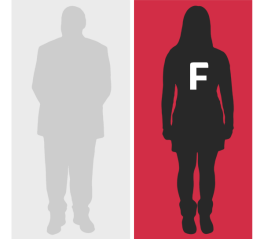


- | | | | |
|--------------------------|------|--------------------------|--------|
| <input type="checkbox"/> | Male | <input type="checkbox"/> | Female |
|--------------------------|------|--------------------------|--------|

Your **gender** means if you describe yourself as a male or female or something different.

Question 6. Is your gender the same as your sex?

Please tick **1** box that is right for you



Yes

No

Question 7. Where do you live in the UK?

Please tick **1** box that is right for you



England

Northern Ireland

Scotland

I do not live in the UK

Wales

Question 8. If you live in England, which part of England do you live in?

Please tick **1** box that is right for you



- Northeast England
- Northwest England
- Yorkshire and the Humber
- East of England
- East Midlands
- West Midlands
- Southeast England
- Southwest England
- London

Sometimes **barriers** stop us from being able to visit people in care homes or hospitals.

Barriers are what stop you from doing something, like visiting. Barriers can be things like rules or people.

Question 9. In the last 3 months, do you think there have been barriers to visiting people in care homes?

Please tick **1** box that is right for you



Lots of barriers

Some barriers

No barriers

Question 10. In the last 3 months, do you think there have been barriers to visiting people in hospitals?

Please tick **1** box that is right for you



Lots of barriers

Some barriers

No barriers

Question 11. What barriers do you think stop people visiting care homes?

Tick all the boxes that are right for you



Barriers in care homes

- People who live in care homes are worried about getting an illness from someone else
- Care homes are worried about friends and families visiting
- Not enough people work in care homes
- Care homes are worried about problems to do with **insurance**. **Insurance** is when you pay someone in case something goes wrong and they need to help
- Care homes are worried about having to clean more
- Care homes are worried about having lots of **admin**. **Admin** means to do tasks like sort out information on paper or online and take phone calls
- Care homes do not have enough space

There are more choices for this question on the next page.

Care homes have strict visiting times

Organisations which give advice about health have said not to visit care homes because of health risks

It is hard to understand the **government's** rules about visiting. The **government** is in charge of running the country

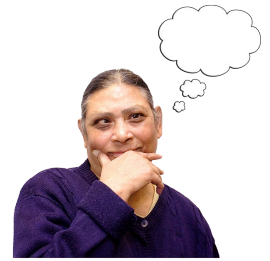
I think different barriers are stopping people from visiting **care homes**



Please tell us what these barriers are

Question 12. What barriers do you think stop people visiting hospitals?

Tick all the boxes that are right for you



Barriers in hospitals

- People who live in hospitals are worried about getting an illness from someone else
- Hospitals are worried about friends and families visiting
- There are not enough people who work in hospitals
- Hospitals are worried about having to clean more
- Hospitals are worried about having lots of admin
- Hospitals do not have enough space
- Hospitals have strict visiting times
- It is hard to understand the NHS' rules about visiting

There are more choices for this question on the next page.

I think different barriers are stopping people from visiting **hospitals**



Please tell us what these barriers are

You can often make a **complaint** if care services do not follow rules about visiting.

A **complaint** is when you tell someone why you are unhappy with how you have been treated

Question 13. Are you happy with what happens after you make a complaint?

Please tick **1** box that is right for you



Yes, happy

No, unhappy

I have never made a complaint



Tell us why you are happy or unhappy

In our booklet we told you we want to change the CQC's rules to include rules about visiting.

Question 14. Do you agree with our proposed new rules about visiting?

Please tick **1** box that is right for you



Yes, happy.
Go to question 15

No, unhappy.
Go to question 16

Question 15. If you ticked yes, how would you like us to make these new rules about visiting?

Please tick **1** box that is right for you



Add new rules about visiting to rules the CQC already has about giving care with dignity and respect

Add new rules about visiting to rules the CQC already has about giving people care that is best for them and their needs

Write new rules for the CQC about how care services should let people have visits

Question 16. If you ticked no, tell us why.
Please tick **1** box that is right for you



I do not think we need new rules about visiting

I think you should make even more rules about visiting



If you think something else, tell us what you think

Question 17. Which proposed new rules about visiting in care homes do you think are a good idea?

Tick all the boxes that are right for you



- Care homes need a good reason to say no to someone visiting
- Care homes should have a list of all the reasons why someone cannot visit
- If it is not possible for someone to have visits they should be able to talk on the phone or by video call
- If a care home says no to visiting they need to explain their decision to the CQC



Tell us what you think about our ideas

Question 18. Which of our proposed new rules about visiting in hospitals do you think are a good idea?

Tick all the boxes that are right for you



- Hospitals need a good reason to say no to someone visiting
- Hospitals should have a list of all the reasons why someone cannot visit
- If it is not possible for someone to have visits they should be able to talk on the phone or by video call
- If a hospital says no to visiting they need to explain their decision to the CQC



Tell us what you think about our ideas

Question 19. If we did not make new rules about visiting, which of these ideas do you think would help instead?

Tick all the boxes that are right for you



- Better advice about visiting from the government and the NHS
- Information from us that is easy to understand about how to visit care services
- Information from care services that is easy to understand about how to make visits



If you think a different idea would help, tell us what it is

Question 20. If our rules about visiting were also for hospices, is there anything you would like us to think about?



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Question 21. Do you think any of these examples are good reasons for a care home to say someone cannot visit?

Tick all the boxes that are right for you



- If someone does not want to have a visit
- If the person living in a care home is unwell and will make other people unwell
- If the person visiting a care home is unwell and will make other people unwell
- If the person visiting a care home might hurt someone
- If someone wants to visit at an unusual time, like late at night
- If something really bad or serious happens at a care home
- If a care home already has too many people in the building



Tell us any other good reasons for a care home to say someone cannot visit

Question 22. Do you think any of these examples are good reasons for a hospital to say someone cannot visit?

Tick all the boxes that are right for you



- If someone does not want to have a visit
- If the person living in a hospital is unwell and will make other people unwell
- If the person visiting a hospital is unwell and will make other people unwell
- If the person visiting a hospital might hurt someone
- If someone wants to visit at an unusual time, like late at night
- If something really bad or serious happens at a hospital
- If a hospital already has too many people in the building



Tell us any other good reasons for a hospital to say someone cannot visit

Question 23. Can you think of any times when **care homes should say someone cannot visit?**

An example is if the person in the care home will be asleep or eating their dinner.



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Question 24. Can you think of any times when **hospitals should say someone cannot visit?**

An example is if the person in the hospital will be asleep or eating their dinner.



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Mental health means how you think and feel about yourself and your life.

Question 25. If our rules for visiting were also for hospitals that help look after people who have mental health problems, is there anything you would like us to think about?



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Question 26. What can care services do to help when they cannot let friends and families visit in the normal way?

Tick all the boxes that are right for you



- Let people have visits but someone who works at the care service must be there too
- Let people have visits that are away from everyone else in the care service
- Only let a certain number of people visit at a time.
- Let everyone have at least 1 person visit them
- Let people have visits but everyone needs to say what time they plan to visit before they come
- Let friends and families visit but everyone must do things like stay a certain distance from each other
- If it is not possible for someone to have visits they should be able to talk on the phone or by video call



Tell us what else you think care services can do to help

Going out means to leave the care home to do things like walk, go to work, or do something you enjoy. Visiting people might mean meeting someone you know to do something together or go to the house of a friend or family member.

Question 27. Do you think we should have new rules about going out of the care home?

Please tick **1** box that is right for you



Yes.
Go to question 28

No.
Go to question 30

Question 28. Which new rules do you think are a good idea?

Please tick **1** box that is right for you

Care homes should let people go out unless they have a good reason not to

Care homes should have a list of reasons why people can't go out



If you think something else, tell us what you think

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Question 29. Do you think any of these examples are good reasons not to let someone go out?

Tick all the boxes that are right for you



If someone wants to go out to meet someone who is unwell and will make other people unwell

If someone is unwell and will make other people unwell if they go out

If someone wants to go out to meet someone who might hurt them

If someone wants to go out at an unusual time, like late at night

If someone needs someone who works at the care service to go out with them, and they cannot

If someone cannot be looked after or have care while they are out



Tell us any other good reasons not to let someone go out

We want to make sure our rules do not affect people who visit, live or work in a care service, in a bad way.

Question 30. How do you think our rules would affect people who live in care services?

Tick all the boxes that are right for you



- People might feel like they must have visits from people they do not want to see or at certain times
- People who find it hard to say what they need might find it hard to say if they want to have visits
- People will feel happier and spend more time with their friends and family
- People will feel less lonely and take part in everyday life more
- People will feel like they want to do more activities and talk to their friends and family more
- People will have better relationships with their friends and family
- Friends and families will be able to help notice sooner if something is wrong, like if someone is unwell

There are more choices for this question on the next page.

People who find it hard to say what they need might find it easier to talk to their friends and family

People who find it hard to stand up for themselves might find it easier to talk to their friends and family



Tell us how else you think our rules would affect people who live in care services

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Question 31. How do you think our rules would affect the people who want to visit care services?

Tick all the boxes that are right for you



Friends and families will have better relationships with the people they visit

Friends and families will understand more about the care the person who lives there is getting

Friends and families will have better relationships with care services

Friends and families will feel better about making a long journey if they know they can visit

Friends and families will be able to help the person they visit to say what they need



Tell us how else you think our rules would affect people who come to visit

Question 32. Do you think our rules would affect people who visit, live or work in a care service in a bad way?



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Question 33. How do you think our rules would affect care homes?

Tick all the boxes that are right for you



- Care homes will need more people to work for them
- If care homes cannot find more people to work for them, people who already work there will have to do more work
- Care homes will have lots more admin to do
- Care homes might feel like they need to let people visit at all times
- Care homes might have to spend more money to make sure it is possible for everyone to visit
- Care homes will be more ready to have people visit
- Care homes will have better relationships with the friends and family of people who live there
- Care homes will know more about how to do other care activities while people are visiting
- Care homes will know how people can visit in really hard times like the Covid-19 pandemic

Question 34. How do you think our rules would affect hospitals?

Tick all the boxes that are right for you



- Hospitals will need more people to work for them
- If hospitals cannot find more people to work for them, people who already work there will have to do more work
- Hospitals will have lots more admin to do
- Hospitals might feel like they need to let people visit at all times
- Hospitals might have to spend more money to make sure it is possible for everyone to visit
- Hospitals will be more ready to have people visit
- Hospitals will understand how important visiting is
- Hospitals will be able to explain when they cannot let people visit



Tell us how else you think our rules would affect people who come to visit

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Tell us anything else you want us to know about

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Thank you for answering this survey.



Produced by A2i www.a2i.co.uk

(reference 36476)

for the Department of Health and Social Care.

The full version of this document is called

“Consultation on visiting in care homes,
hospitals and hospices”