

 **Review Sheet**



Last Reviewed
07 Feb '23



Last Amended
07 Feb '23



Next Planned Review in 12 months, or sooner as required.

Business impact



Minimal action required circulate information amongst relevant parties.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy supports service users to connect with animals within the care home. A new definition (6.4) has been added to clarify what is meant by 'visiting animals' in this policy. References have been checked and updated.

Relevant legislation:

- The Care Act 2014
- Control of Substances Hazardous to Health Regulations 2002
- Equality Act 2010
- The Hazardous Waste (England and Wales) Regulations 2005
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Health and Safety (Miscellaneous Amendments) 2002
- Human Rights Act 1998
- Management of Health and Safety at Work Regulations 1999
- Mental Capacity Act 2005
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Social Care (Safety and Quality) Act 2015
- Animal Welfare Act 2006
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: HSE, (2023), *Zoonoses*. [Online] Available from: <https://www.hse.gov.uk/biosafety/diseases/zoonoses.htm> [Accessed: 7/2/2023]
- Author: Gov.uk, (2023), *Caring for pets*. [Online] Available from: <https://www.gov.uk/caring-for-pets> [Accessed: 7/2/2023]
- Author: Blue Cross, (2021), *All care homes should have a pet policy says Blue Cross*. [Online] Available from: <https://www.bluecross.org.uk/news/all-care-homes-should-have-a-pet-policy-says-blue-cross> [Accessed: 7/2/2023]

Suggested action:

- Encourage sharing the policy through the use of the QCS App

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.





1. Purpose

1.1 To provide guidance for staff and Service Users when considering whether Hamble Heights - Encore Care Homes can accommodate pets and to provide direction for the ongoing care of any pets that are accommodated.

1.2 To provide guidance around the roles and responsibilities of staff at Hamble Heights - Encore Care Homes in relation to visiting animals, such as pet therapy, mobile zoos, etc.

1.3 This policy should be read in conjunction with the Infection Control Policy and Procedure at Hamble Heights - Encore Care Homes.

1.4 To support Hamble Heights - Encore Care Homes in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?	QSC2: Treating people as individuals
EFFECTIVE	E6: How are people's individual needs met by the adaptation, design and decoration of premises?	No Quality Statement equivalent available
SAFE	S5: How well are people protected by the prevention and control of infection?	QSS7: Infection prevention and control
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	QSW1: Shared direction and culture QSW2: Capable, compassionate and inclusive leaders

1.5 To meet the legal requirements of the regulated activities that {Hamble Heights - Encore Care Homes} is registered to provide:

- | The Care Act 2014
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | The Hazardous Waste (England and Wales) Regulations 2005
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Safety at Work etc. Act 1974
- | The Health and Safety (First Aid) Regulations 1981
- | The Health and Safety (Miscellaneous Amendments) 2002
- | Human Rights Act 1998
- | Management of Health and Safety at Work Regulations 1999
- | Mental Capacity Act 2005
- | The Workplace (Health, Safety and Welfare) Regulations 1992
- | Health and Social Care (Safety and Quality) Act 2015
- | Animal Welfare Act 2006
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates



3. Objectives

3.1 To promote responsible pet ownership and agree roles, responsibilities and accountability in relation to pets and visiting animal management.

3.2 To ensure that infection control principles are followed to minimise the risk of infection when in contact with animals.

3.3 To safeguard the welfare of Service Users, staff and animals.



4. Policy

- 4.1** Hamble Heights - Encore Care Homes promotes a culture where it recognises the benefits that animals can have on the wellbeing of Service Users and will aim to accommodate a Service User's pet and visiting animals. However, the health and wellbeing of Service Users and staff will take precedence when considering the accommodation of a pet or visiting animal.
- 4.2** Staff are responsible for informing The Registered Manager of any known allergies that may affect them if they come into contact with animals at Hamble Heights - Encore Care Homes. Staff will also ensure they are aware of Service Users who may have allergies and that this is clearly recorded within their Care Plan.
- 4.3** When considering pets and visiting animals, Hamble Heights - Encore Care Homes has a duty to comply with, and adhere to, the Animal Welfare Act 2006. Staff have a duty to report any concerns of animal cruelty.
- 4.4** Due regard and vigilance will be paid to the management of infection control risks associated with keeping pets and an effective risk management system will be in place and documented.
- 4.5** Roles and responsibilities will be clearly defined within the pet assessment and arrangement documentation as attached to this policy. This will clearly define accountability and must be in place for any accommodated pet.
- 4.6** The Service User and/or their family will be consulted throughout the decision-making process, with a clear explanation provided in the event of being unable to accommodate the animal.
- 4.7** This policy and procedure also applies when Hamble Heights - Encore Care Homes chooses to house its own pet for therapeutic purposes.
- 4.8** The Registered Manager will have the final decision as to whether Hamble Heights - Encore Care Homes can accommodate a pet or visiting animal.
- 4.9** Hamble Heights - Encore Care Homes will only accommodate small household pets. Large pets, exotic species, or animals requiring substantial support from care staff cannot be accepted.
- 4.10** Once the decision has been taken that the home will accommodate a Service User's pet, then the preference is for the pet to remain in the Service User's room as long as this does not affect the ability of Hamble Heights - Encore Care Homes to provide care to the Service User.
- 4.11** When accommodating visiting animals as part of activity provision, Hamble Heights - Encore Care Homes will gain assurance that the companies used hold the required insurance and documents relating to the current vaccinations and health of the animals expected to visit.
- 4.12** The Registered Manager will pay attention and due heed to the Dangerous Dogs Act 2014 and The Dangerous Wild Animals Act 1976 and not accommodate or allow visits from the prohibited animals stated, as well as complying with Section 3 of the Act that applies to every dog owner in England and Wales. Under this section, it is a criminal offence for the person in charge of the dog to allow it to be 'dangerously out of control' in a public place.



5. Procedure

5.1 Assessment and Management of Potential Pets

It will be assumed that the Service User and/or their family member will enquire about the opportunity to have a pet at Hamble Heights - Encore Care Homes during the pre-admission process and through ongoing conversations.

Once an enquiry is raised, The Registered Manager (or a designated other) will:

- 1 Provide the Service User and/or their family members with a copy of this policy
- 1 Gather all the information necessary for a robust assessment as detailed within the attached assessment form and complete the assessment to identify its feasibility
- 1 Inform the Service User and/or their family member of the roles, responsibilities and accountabilities identified in section 5.4 of this policy
- 1 Complete a full risk assessment to identify the views and feelings of other Service Users and the impact a pet would have on them

The final outcome will be recorded on the assessment form.

Once confirmed by The Registered Manager that a pet can be accepted, The Registered Manager or a designated other will complete the attached management plan for keeping a pet at Hamble Heights - Encore Care Homes.

5.2 Communications

Agreed arrangements will be shared with all staff to ensure that they understand the management plan contents and what they are responsible for.

Staff must inform The Registered Manager of any known allergies so that action can be taken to minimise exposure and reduce the effects of the allergy.

5.3 Roles and Responsibilities - Registered Manager

The Registered Manager will agree to have the following responsibilities:

- 1 To ensure that pet accommodation is managed appropriately and safely and not accept the pet until all risk assessments and management plans are in place
- 1 To make the final decision to accept a pet based on the number and type of animals already residing at Hamble Heights - Encore Care Homes and the type and behaviour of the proposed pet

5.4 Roles and Responsibilities - Service Users and/or their family

Service Users and/or their family will agree to the following responsibilities:

- 1 Paying all fees and charges in respect of food, vet fees, worming, other treatments and other costs associated with keeping the pet
- 1 Washing of bedding and baskets at scheduled times on an ongoing basis
- 1 Subscription to an insurance scheme which ensures payment of veterinary fees or that they pay all costs associated with the care of the pet
- 1 Any cost incurred by Hamble Heights - Encore Care Homes as a result of damage caused by the pet
- 1 Provision of food and other items such as a lead, bedding, litter tray and a regular supply of litter or sanded sheets for caged birds
- 1 Dogs or cats to be neutered and microchipped before coming into Hamble Heights - Encore Care Homes
- 1 Regular flea and worming treatments where required
- 1 All cost implications of maintaining the pet
- 1 All transport to and from the vet for treatment
- 1 Arranging for the removal and disposal of the pet's body when it dies. The garden at Hamble Heights - Encore Care Homes cannot be used as a 'pet cemetery'

In circumstances where the Service User is unable to fully understand this agreement, the family must agree to take full responsibility in abiding by this agreement and acting on the Service User's behalf.

5.5 Support Provided by Hamble Heights - Encore Care Homes

The following support from Hamble Heights - Encore Care Homes will be provided wherever possible:

- 1 Where applicable to the type of animal, the provision of fenced garden space

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- | Staff who are 'animal-friendly' to exercise the pet (when the Service User is unable) and clear up after it, disposing of waste appropriately
- | Staff to be prepared to empty litter trays if the Service User is unable
- | Staff to help with feeding the pet if the Service User is unable
- | Staff to transport the pet to and from the vet in an emergency situation only if the owner/family are unable to do so

5.6 Infection Control Considerations

The Infection Control Policy and Procedure must be referred to for the key principles in reducing the risk of infection. However, as a minimum, staff will ensure that:

- | Service Users are offered handwashing facilities pre and post animal contact. Staff must wash their hands in accordance with the Infection Control Policy and Procedure and pre and post animal contact
- | Animal foods and water stations are not located in food preparation areas at Hamble Heights - Encore Care Homes
- | Pet foods are stored separately from food for humans, are prepared and served with separate utensils which are then washed separately using a neutral detergent and hot water
- | Animals are not allowed in the kitchen
- | There is timely cleaning of areas that have been soiled and informing the housekeeping team if extra cleaning is required
- | Staff refrain from handling animals when wearing their uniforms. However, where this is unavoidable, disposable aprons should be worn
- | Disposable gloves and plastic aprons are worn by the pet handler when cleaning up animal urine and faeces
- | Steam cleaning of soft furnishings and carpets is completed as required
- | Waste material is disposed of immediately as clinical waste – in a sealed offensive waste bag
- | Staff and Service Users who come into contact with an animal will cover all new and existing cuts and grazes with waterproof dressings and/or gloves
- | Staff will have an awareness of zoonosis and have access to resources to inform others

5.7 Changing Needs

The following situations may arise when it is no longer acceptable to keep a pet at Hamble Heights - Encore Care Homes:

- | When it has a negative impact on other Service Users or staff
- | When the Service User can no longer look after their pet or has passed away (and no alternatives can be arranged to keep the pet at Hamble Heights - Encore Care Homes)

If Hamble Heights - Encore Care Homes chooses to continue to accommodate the animal in the absence of the Service User due to death, Hamble Heights - Encore Care Homes will take on the financial maintenance costs.

Where it is not possible to accommodate the animal, Hamble Heights - Encore Care Homes will do all it can to put the Service User and/or their family member in contact with organisations who may be able to assist with re-homing.

5.8 Animal Welfare

Any staff member who has a concern regarding the wellbeing of a pet must report this to the duty senior at the earliest opportunity so that appropriate action can be taken.

The Registered Manager, or a designated other, must contact the Royal Society for the Prevention of Cruelty to Animals (RSPCA) to report someone neglecting or being cruel to an animal in England or Wales. RSPCA 24-hour cruelty and advice line

0300 1234 999

24-hour service

5.9 Visiting Animals

An assigned member of staff will be designated to oversee the management of visiting animals. Their role will include the following:

Pre-Visit:

- | The offering of a visit to Hamble Heights - Encore Care Homes to determine where the animals will rest,

be exercised, provided diet and fluids, etc.

- | All staff and Service Users who will come into contact with animals will be given information and instruction on hand hygiene, safe animal handling and infection risks
- | Ascertaining the preferences of the Service User in relation to the types of animal they want to see in their home and if they choose not to be part of the visit, which will be respected
- | That they have seen evidence of the service maintaining animal vaccinations and that the animals have been seen by a vet

Preparing for the Day

- | Completion of a robust risk assessment and management plan
- | Considering the needs and preferences of those Service Users who cannot determine if they would like to be part of the visiting animal experience due to cognitive difficulties. In these cases, the views of families will be gathered in combination with knowing the Service User to determine the likelihood of the experience resulting in a positive outcome

During the Visit

- | The animal must be exercised prior to the visit to reduce the risk of elimination on site
- | Animals are well and do not display any signs of illness such as diarrhoea and vomiting
- | Animals are recorded in the visitor book along with the named person overseeing their care
- | Managing any distress from Service Users at the time of visit
- | Adhering to section 5.6 of this policy
- | First aid kits are accessible in the event of an individual getting scratched or bitten
- | The visiting animal's owner carries out regular cleaning and disinfection and disposes of all animal waste safely
- | Animals are constantly supervised and managed by the company so that Service Users and employees with whom they come into contact remain safe
- | Dogs are kept on a leash at all times and remain under the supervision of the person bringing them to the visit
- | Assessing the experiences of Service Users who do not have the capacity to be involved, tentatively and sensitively to provide the opportunity to be involved at the time of the visit

5.10 Accidents and Incidents

Any incident involving an animal and a Service User, visitor or member of staff must be reported to a senior member of staff and recorded on an accident form.

Dependent on the severity of the injury, The Registered Manager will consider the essential need to report to regulatory bodies such as the CQC, the Hampshire County Council Safeguarding Team and RIDDOR. All accidents and incidents will be reviewed by The Registered Manager and used as an opportunity for reflection of practice and a means of reviewing and learning to prevent and reduce the risk of reoccurrence.

5.11 Training and Education

- | Staff will need to be familiar with the contents of this policy
- | Staff can be made aware through local induction
- | Staff must also hold competence in infection control and have attended training in relation to this as a mandatory requirement of Hamble Heights - Encore Care Homes

5.12 Review

The situation will be kept under regular review to ensure that the continued accommodation of the pet is appropriate. This is particularly important when a pet becomes ill or requires specialist care that cannot be provided at Hamble Heights - Encore Care Homes. All accommodated pet care reviews will be recorded on the assessment and management record attached.

Staff will seek feedback from Service Users following a visiting animal experience, and determine its repeated use based on their views and suggestions.



6. Definitions

6.1 Zoonosis

- | A zoonosis is any disease or infection that is naturally transmissible from vertebrate animals to humans
- | Animals thus play an essential role in maintaining zoonotic infections in nature
- | Zoonoses may be bacterial, viral, or parasitic, or may involve unconventional agents

6.2 Dangerous Dogs Act - List of Banned Breeds

- | According to the United Kingdom Dangerous Dogs Act there are four specific types of dog that are considered to be specially controlled dogs, these are:
 - | Pit Bull Terrier
 - | Japanese Tosa
 - | Dogo Argentino
 - | Fila Brasileiro

6.3 Wellbeing

- | The state of being comfortable, healthy, or happy, "an improvement in the individual's well-being"

6.4 Visiting Animals

- | 'Visiting animals' refers to animals that are taken into the premises of Hamble Heights - Encore Care Homes
- | Examples of visiting animals can include:
 - | Animals belonging to family members of Service Users
 - | Animals belonging to visitors/friends of Service Users
 - | Animals required for animal therapy

This is not an exhaustive list and all animals visiting Hamble Heights - Encore Care Homes will follow the procedures set out in this policy



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | An assessment and management plan must be completed and the Service Users consulted as their views are pivotal for the successful accommodation of a pet or visiting animal
- | Infection control principles are vital in minimising the risk of infection when in contact with animals
- | Staff and Service Users have a duty of care towards the welfare of the pet and visiting animal and must report any concerns immediately
- | It should also be recognised that safety must be fully assessed and the risks balanced against the benefits before accepting a pet or animal into Hamble Heights - Encore Care Homes
- | It is well researched that the presence of animals is known to bring therapeutic benefits to both pet owners and other Service Users and, therefore, is to be encouraged



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- 1 You are encouraged, at the point of pre-admission, to enquire as to the feasibility of accommodating a pet
- 1 Hamble Heights - Encore Care Homes also offers the opportunity for visiting animals to attend Hamble Heights - Encore Care Homes as part of a suite of activities
- 1 The Registered Manager will aim to accommodate a pet where possible. However, they must also take into account the needs, safety and welfare of all others at Hamble Heights - Encore Care Homes
- 1 The Registered Manager has the responsibility of completing a risk assessment to minimise any risks when considering having an animal at Hamble Heights - Encore Care Homes
- 1 You are encouraged to discuss any aspects of this policy with staff or The Registered Manager



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Pets as Therapy:

<https://petsastherapy.org/>

National Animal Welfare Trust - Changes to the Dangerous Dogs Act - Advice for Owners:

<https://www.nawt.org.uk/news/changes-to-the-dangerous-dog-act-advice-for-owners/>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 The assessment plan in place when considering accommodating pets is fully complete and demonstrates all efforts made to accept the pet
- 1 The Registered Manager and staff pay due attention and regard to infection control management, the safety of Service Users, staff and the welfare of animals
- 1 The Registered Manager promotes accommodating pets at Hamble Heights - Encore Care Homes
- 1 There is a culture which embraces bringing the community into the service. Visiting animals play a part in this
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Pet Suitability Form - AR32	To assess the suitability of accommodating a pet and provide an agreement to assign accountability and responsibility.	QCS

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Pet Suitability Assessment – Page 1	
Service User name:	
To be completed prior to admission, on assessment with the decision given to Service User before they decide on admission.	
Description of pet, including size:	
Assess risks, including to other Service Users and staff, e.g. tripping, hygiene, allergy, aggressive or intimidating behaviour:	
Proposed arrangements for keeping pet, including accommodation arrangements (include in the event of animal illness e.g. diarrhoea and vomiting):	

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Pet Suitability Assessment – Page 2

Statement:

The Service User is responsible for all costs associated with the pet, including food, vet fees, other treatment costs, bedding, feeding implements, regular worming and flea treatment, costs of alternative housing or putting down should circumstances change and the Service User and Hamble Heights - Encore Care Homes assisted by family or friends are no longer be able to accommodate the pet.

Signed by the Service User to indicate agreement with the responsibilities as set out in the Pets Policy and Procedure, the costs, and the agreed arrangements.

Assessor – ensure that the Service User receives a full copy of the Pets Policy and Procedure before making a decision as to whether to take up any place which may be offered by Hamble Heights - Encore Care Homes.

Signed (Service User):
 Date:

Decision by The Registered Manager

Offer accommodation for pet? Yes / No

State reasons and give a copy of this completed form to the Service User:

Accountability Signature (person completing to print name and sign):

Date of form completion:

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Agreement to Accommodate a Service User's Pet - Page 1

Service User name:	
Date of admission:	
Date of reception of pet:	
Description and name of pet:	
Feeding routine:	
Sleeping habits:	
Other known behaviours / habits:	
Veterinary checks:	
History of worming and flea prevention procedures:	
Any Public Liability Insurance they may have:	

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Agreement to Accommodate a Service User's Pet - Page 2

What is to happen to the pet if it dies:

What is to happen to pet if owner dies first:

What is to happen if the owner moves from the home on a permanent basis (i.e. into care home with nursing):

Agreement: To be entered into only after reading the Pets Policy and Procedure in full and agreeing to all of its terms.

Agreed arrangements for the recovery of all costs associated with the pet, including food, feeding implements, vet costs, other treatment costs, and any other costs associated with the pet:

Note agreed arrangements:

I, the Service User named above, have read and fully understood the full Pets Policy and Procedure, a copy of which has been given to me with sufficient time to make an informed decision.

I acknowledge the offer of Hamble Heights - Encore Care Homes to accommodate my pet in accordance with the Policy and the Assessment Notes which I have signed, I understand the responsibilities contained in that policy and agree to the accommodation of my pet under those terms.

Signed:

Date:

Accountability signature (person completing to print name and sign):

Date of form completion: