

## ANNEX A

## COVID-19 Module 6: Survey of Local Authorities with Adult Social Care Responsibilities in Scotland

Module 6 of the UK Covid-19 Inquiry concerns the impact of the pandemic on the publicly and privately funded adult social care sector in England, Scotland, Wales and Northern Ireland. This questionnaire seeks to obtain relevant views and evidence about your Authority's experience of the matters under investigation in Module 6.

This questionnaire has been issued to all Local Authorities in Scotland. Not all of the questions will apply to all Authorities. In particular, those Authorities who do not run or manage care homes are not expected to answer questions directly related thereto.

If you have any questions related to this questionnaire please contact **Name Redacted** at **Name Redacted**@cosla.gov.uk, please also copy in covidinquiries@cosla.gov.uk

If your authority directly provides adult social care services, please include your organisation when answering questions about 'providers'.

### Local Authority activity

#### 1. During the COVID-19 pandemic, did your Local Authority support people using adult social care in any way?

*Please tick all that apply*

- |   |   |
|---|---|
| Befriending/visits to combat loneliness   | ✓ |
| Supporting the 'no evictions' policy  | ✓ |
| Organising and/or co-ordinating volunteers/community champions  | ✓ |
| Finding solutions for street homelessness   | ✓ |
| Welfare checks  | ✓ |
| Other   | ✓ |
| <i>Vulnerable persons list compiled using multi-agency data to ensure targeted support for individuals and families at risk</i> |   |
| District did not support people using adult social care   |   |
| Don't know  |   |

#### 2. What, if any, thoughts do you have on how your Local Authority supported people using adult social care?

*Please write in*

Our efforts would always be to ensure those in need of support could access this, for us this was provided on the basis of risk (IPC related primarily), we were conscious of the public's anxiety levels in relation to cross infection and therefore ensured support was offered in such a way that it took cognisance of both risk and the wishes of those families that we supported.

In addition, Perth & Kinross was very quick to develop and implement guidance for the assessment and response to people at risk of harm (adults and children) including a flowchart to ensure that this was carried out in a way that enabled face to face

assessments with minimal risk of viral infection for both staff and service users.

**3. During the COVID-19 pandemic, did your Local Authority change the structure or mechanisms by which decisions were made in relation to the adult social care sector at all?**

*Please tick one box only*

Yes ☒

No

*If yes*

**4. How did the structure or mechanisms of decision-making change?**

*Please write in*

In March 2020 the HSCP changed its operating structure in response to the COVID-19 pandemic and implemented a crisis management approach with Gold, Silver and Bronze command structure established quickly to deal with the necessary decision making and resource allocation. This structure was supported by wider working groups for example: workforce management (re-deployment), specific community based covid outbreak response handling, care home oversight (this is not an exhaustive list). This structured approach was similarly implemented within statutory partner bodies (Perth & Kinross Council and NHS Tayside) which allowed for cross flow of information sharing and decision making at different levels. The Chief Officer for the HSCP was a member of the Gold Command groupings for the Council and Health Board and led the response for the local HSCP.

**5. What were the reasons for that change?**

*Please write in*

Speed of decision making was crucial; policy and guidance changed at pace and required a rapid gathering of the appropriate people at the appropriate level to deliver action operationally and strategically.

**6. Immediately before and during the pandemic did your Local Authority provide adult social care services directly to those in need?**

Yes ☒

No

*If yes*

**7. Please provide an overview of the adult social care services your Local Authority provided.**

*Please write in*

We provided all of our usual services during the pandemic with the exception of day care services. Although this was stepped down, online support and activity opportunities for service users was provided. Our service delivery was RAG rated and if families could offer an alternative support more safely, we stepped down face to face services. This was regularly reviewed and reinstated as required.

**8. Before the pandemic, other than where adult social care services were provided directly, which, if any, of the following activities did your Local Authority undertake for care providers?**

*Please tick all that apply on each row*

	Residential care and/or nursing homes	Domiciliary care	Other care settings <i>Please write in</i>
Purchase and distribution of personal protective equipment (PPE)			
Advice on infection prevention and control			
Other <i>Please write in</i>			
None of these	✓	✓	✓

**9. How, if at all, did the activities your Local Authority undertook for the following types of care providers change during the pandemic?**

*Please tick all that apply on each row*

	Residential care and/or nursing homes	Domiciliary care	Other care settings <i>Please write in</i>
Started to purchase and distribute PPE	<i>Distribute only</i>	<i>Distribute only</i>	<i>Distribute only</i>
Started to purchase and distribute COVID-19 testing kits	<i>Distribute only</i>	<i>Distribute only</i>	<i>Distribute only</i>
Started to purchase and distribute hand sanitiser/hand gel	<i>Distribute only</i>	<i>Distribute only</i>	<i>Distribute only</i>
Started COVID-19 vaccination programme for staff	<i>NHS responsibility facilitated by Council staff volunteers</i>	<i>NHS responsibility facilitated by Council staff volunteers</i>	<i>NHS responsibility facilitated by Council staff volunteers</i>
Started COVID-19 vaccination programme for people using social care	<i>NHS responsibility facilitated by Council staff volunteers</i>	<i>NHS responsibility facilitated by Council staff volunteers</i>	<i>NHS responsibility facilitated by Council staff volunteers</i>
Started providing infection control advice	<i>Care Home Oversight Group applied Public Health Guidance</i>		
Started providing advice on visiting care homes	<i>Care Home Oversight Group applied Public Health Guidance</i>		
Started providing advice and support on limiting movement between care homes	<i>Care Home Oversight Group applied Public Health Guidance</i>		
Passed on central government funding to care providers who met conditions	✓	✓	✓
Supported recruitment and retention of care staff	✓	✓	
Other <i>Please write in</i> _____			
We did not undertake any of these			



## Preparedness and capacity in adult social care sector

### 10. How would you judge the following elements of the adult social care sector in your area in the year leading up to the COVID-19 pandemic?

*Please tick one box on each row*

	Very good	Fairly good	Not very good	Not good at all	Don't know
Preparedness of care sector for a pandemic		✓			
Capacity of care sector			✓		
Ability of care sector to increase capacity			✓		
Resilience of the care sector		✓			

*If 'Capacity' or 'resilience' of care sector not very good/not good at all*

### 11. For what reasons would you say the capacity and/or resilience of the care sector was not good?

*Please tick all that apply*

- Funding pressures ✓
- Workforce recruitment difficulties ✓
- Workforce retention difficulties ✓
- Rising demand for adult social care services ✓
- Too few providers in the area ✓
- Pressure to take people discharged from hospital
- Too few social care places in the area
- Insufficient mix of types of provision in the area
- Other *please write in*

### 12. How would you judge the following elements of the adult social care sector in your area in the years during the pandemic?

*Please tick one box on each row*

	Very good	Fairly good	Not very good	Not good at all	Don't know
Capacity of care sector			✓		
Ability of care sector to increase capacity				✓	
Resilience of the care sector	✓				

If 'Capacity' or 'resilience' of care sector not very good/not good at all

**13. For what reasons would you say the capacity and/or resilience of the care sector was not good during the pandemic?**

*Please tick all that apply*

Funding pressures	✓
Increase in referrals due to illness of/restrictions on unpaid carers	
Other rising demand for adult social care services	
Workforce recruitment difficulties	✓
Workforce retention difficulties	✓
Too few providers in the area	✓
Pressure to take people discharged from hospital	
Too few social care places in the area	
Insufficient mix of types of provision in the area	
High levels of care staff sickness (physical)	✓
High levels of care staff sickness (mental health/anxiety/burn out)	✓
Need to isolate some people using adult social care	✓
Need for extra infection control	✓
Other <i>please write in</i>	

**14. Do you have any comments about the preparedness, capacity and resilience of the social care sector in your area before and/or during the pandemic?**

*Please write in*

## Communication with people who use adult social care

This section is about your Local Authority's communication with the people who were using social care in your area before the pandemic, and their carers and families, and those who drew on it as a result of the pandemic.

**15. When, if at all, did your Local Authority communicate about adult social care during the pandemic?**

*Please tick one box in each column*

	To people using social care and their carers/families	To the general public (to reach anyone receiving private care or who might have needed care during, or as a result of, the pandemic)
During lockdowns	✓	✓
During the periods between lockdowns	✓	✓
Both during lockdowns and the periods in between	✓	✓
Never		
Other <i>Please specify</i>		

**16. Which groups, if any, did you target with your communications about adult social care support?**

*Please tick all that apply*

- People already using social care ✓  
 Carers/families of people already using social care ✓  
 General public (general messaging) ✓  
 General public (to reach people who might have needed support due to the pandemic) ✓  
 People waiting for adult social care  
 People waiting for a review of their assessment or care plan  
 Other *Please specify*  
 None of these groups

**Which methods, if any, did you use for communicating about adult social care during the pandemic?**

*Please tick all that apply*

	To reach people using social care and their carers/families	To the general public (to reach anyone receiving private care or who might have needed care during, or as a result of, the pandemic)
Council website	✓	✓
Direct letter/email	✓	✓
Telephone call	✓	
In person visit by council officer or voluntary/community organisation	✓	✓
Council's regular printed magazine/publication		
Other printed information provided by the council (e.g. leaflets, flyers and public notices)		
Council text, email and e-newsletter		
Council social media (e.g. Facebook, X/Twitter, blogs)	✓	✓
Briefing councillors to share information	✓	✓
Council noticeboards in council buildings	✓	✓
Local media (e.g. newspapers, TV, radio, news websites)		
Public meetings and events (including tenants/residents associations/faith groups meetings)		
Placing information in local	✓	✓

newspapers/magazines		
Local TV and radio		
Placing information on local news websites or online forums		
Other method <i>Please specify</i>		
None of these		
Don't know		

**Did your Local Authority undertake any communication jointly with local care providers?**

*Please tick one box only*

Yes ☒  
 No  
 Not Applicable

**17. Was there any communication your Local Authority undertook which you felt worked particularly well or you felt was innovative/notable?**

*Please tick one box only*

Yes ☒  
 No

*If yes*

**18. Please describe the communication work your Local Authority undertook for people using social care and/or their carers/families, and why you feel it worked well or is notable?**

*Please write in*

Use of virtual visits, face time and Near Me.

**19. More specifically, in relation to 'Do not attempt cardiopulmonary resuscitation' forms (DNACPRs), was the information your Local Authority received from the UK central government and Scottish Government, good or not?**

*Please tick one box only which best describes the how good or not the guidance was*

Very good – very good information that was clear, succinct, consistent and timely

Fairly good – reasonable information that was fairly clear and consistent, and reasonably timely

Not very good – poor information, with a number of elements missing or unclear/inconsistent, and/or not very timely

Not good at all – very poor information, much of which was unclear, inconsistent and/or missing elements; and not at all timely

Don't know ✓

Not applicable, Local Authority does not provide direct adult social care

*If not 'Don't know' or 'Not applicable'*

**20. How easy or difficult was it to apply the information?**

*Please tick one box only*

Very easy  
 Fairly easy  
 Neither easy nor difficult  
 Fairly difficult  
 Very difficult  
 Don't know ✓

## Staffing in the social care sector

**21. During the pandemic, which, if any, of the following workforce issues were experienced by the adult social care sector in your local authority area in relation to care workers and auxiliary staff (for example, cleaners or kitchen staff)?**

**A. For care workers in residential care and/or nursing homes...**

*Please tick one box in each row*

	Yes	No	Don't know
Increased number of vacancies		✓	
Difficulty recruiting new staff	✓		
Difficulty retaining existing staff		✓	
Increased sickness absence (physical) amongst staff		✓	
Increased sickness absence (mental health/anxiety/burn out) amongst staff	✓		
Increased financial hardship (during periods of illness/self-isolation)	✓		
Other <i>Please write in</i>			

**B. For auxiliary workers (for example, cleaning staff and kitchen staff) in residential care and/or nursing homes...**

*Please tick one box in each row*

	Yes	No	Don't know
Increased number of vacancies		✓	
Difficulty recruiting new staff	✓		
Difficulty retaining existing staff		✓	
Increased sickness absence (physical) amongst staff		✓	
Increased sickness absence (mental health/anxiety/burn out) amongst staff	✓		
Increased financial hardship (during periods of illness/self-isolation)	✓		
Other <i>Please write in</i>			

**C. For domiciliary care workers...**

*Please tick one box in each row*

	Yes	No	Don't know
Increased number of vacancies	✓		
Difficulty recruiting new staff	✓		
Difficulty retaining existing staff	✓		
Increased sickness absence (physical) amongst staff	✓		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	✓		
Increased financial hardship (during periods of illness/self-isolation)	✓		
Other <i>Please write in</i>			



**22. What, if anything, did your Local Authority do to try and address these workforce issues?**

*Please tick all that apply*

- Campaign to encourage people who have retired or left the sector to 'return to work' ✓
- Sourcing agency or locum staff ✓
- Flexibly using temporary registrations ✓
- Helped with limiting movement of staff between settings ✓
- Helped staff access vaccinations ✓
- Other *Please write in*
- None of the above

*If tick any, then list and ask*

**23. To what extent, if at all, did this address some of the workforce issues?**

*Please tick one box on each row*

	Very successful	Fairly successful	Not very successful	Not at all successful	Don't know
Campaign to encourage people who have retired or left the sector to 'return to work'				✓	
Sourcing agency or locum staff			✓		
Flexibly using temporary registrations				✓	
Other <i>Please write in</i>					

## Understanding of the local situation for adult social care

**24. How, if at all, did your Local Authority maintain information in terms of data on number of available beds, vaccination rates of staff and residents and test results for adult social care settings without the area of your local authority?**

*Please tick all that apply*

- Data from Public Health Scotland / Health Protection Scotland ✓
- Data from the Capacity Tracker national collection
- Data collected regularly from care providers by the council ✓
- Other *Please write in*
- None of the above
- Don't know

**25. What comments, if any, do you have about access to data during the pandemic?**

*Please write in*

*The data was only as good as the people inputting it and this was variable for Care Homes.*

## PPE, hand sanitiser and COVID-19 tests

**26. Overall, in the first six months of the pandemic, how easy or difficult were care providers within your local authority area finding it to access PPE?**

*Please tick one box only*

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult ✓
- Don't know

**27. Overall, in the first six months of the pandemic, how easy or difficult were unpaid carers within your local authority area finding it to access PPE?**

*Please tick one box only*

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult ✓
- Don't know

**28. Which, if any, of the following did your Local Authority or care providers within your local authority area experience with orders of PPE in the first six months?**

*Please tick one box in each column*

	Poor quality PPE	Erratic deliveries of PPE	Orders of PPE diverted to NHS	Other <i>Please write in</i>
Very often				
Fairly often		✓		
Not very often				
Not often at all or never	✓		✓	
Don't know				

**29. Did your Local Authority help local care providers (other than Local Authority run services) to access PPE during the pandemic, or not?**

*Please tick one box only*

- Yes ✓
- No
- Don't know

*If yes*

**30. What support did you give to help local care providers (other than Local Authority run services) access PPE?**

*Please tick all that apply*

- Bulk purchase of PPE from abroad ✓
- Linking care providers to local manufacturers ✓
- Sourcing PPE from universities/hospitals/other councils
- Bulk purchase of PPE from the UK
- Council officers personally collecting supplies from other areas of the country
- Other *Please write in*
- None of the above

**31. Overall, in the first six months of the pandemic, how easy or difficult were care providers within your local authority area finding it to access hand sanitiser/gel?**

*Please tick one box only*

- Very easy
- Fairly easy
- Neither easy nor difficult ✓
- Fairly difficult
- Very difficult
- Don't know

**32. Overall, in the first six months of the pandemic, how easy or difficult were unpaid carers within your local authority area finding it to access hand sanitiser/gel?**

*Please tick one box only*

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult ✓
- Don't know

**33. Which, if any, of the following did your Local Authority care providers within your local authority area experience with orders of hand sanitiser/gel in the first six months?**

*Please tick one box in each column*

	Poor quality hand sanitiser/gel	Erratic deliveries of hand sanitiser/gel	Orders of hand sanitiser/gel diverted to NHS	Other <i>Please write in</i>
Very often				
Fairly often				
Not very often	✓			
Not often at all or never		✓		
Don't know			✓	

**34. Did your Local Authority help local care providers (other than Local Authority run services) to access hand sanitiser/gel during the pandemic, or not?**

*Please tick one box only*

- Yes ☒  
No  
Don't know

*If yes*

**35. What support did you give to help local care providers (other than Local Authority run services) access hand sanitiser/gel?**

*Please tick all that apply*

- Bulk purchase of hand sanitiser/gel from abroad  
Linking care providers to local manufacturers  
Sourcing hand sanitizer/gel from universities/hospitals/other councils  
Bulk purchase of hand sanitiser/gel from the UK  
Council officers personally collecting supplies from other areas of the country  
Other *Please write in*  
None of the above ☒

**36. Overall, in the first six months of the pandemic, how easy or difficult were care providers within your local authority area finding it to access COVID-19 tests?**

*Please tick one box only*

- Very easy  
Fairly easy  
Neither easy nor difficult  
Fairly difficult ☒  
Very difficult  
Don't know

**37. Overall, in the first six months of the pandemic, how easy or difficult were unpaid carers within your local authority area finding it to access COVID-19 tests?**

*Please tick one box only*

- Very easy  
Fairly easy  
Neither easy nor difficult  
Fairly difficult  
Very difficult ☒  
Don't know

**38. Which, if any, of the following did your Local Authority or care providers within your local authority area experience with orders of COVID-19 tests in the first six months?**

*Please tick one box in each column*

	Erratic deliveries of COVID-19 tests	Orders of COVID-19 tests diverted to NHS	Other <i>Please write in</i>
Very often	✓		
Fairly often			
Not very often			
Not often at all or never			
Don't know		✓	

*If yes*

**39. What support did you give to help local care providers (other than Local Authority run services) to access COVID-19 tests?**

*Please tick all that apply*

- Bulk purchase of COVID-19 tests from abroad
- Bulk purchase of COVID-19 tests from the UK
- Sourcing hand COVID-19 tests from hospitals/other councils
- Council officers personally collecting supplies from other areas of the country
- Other *Please write in*
- None of the above ✓

**40. To what extent, if at all, did delays to receiving test results make it harder to control outbreaks?**

*Please tick one box only*

- To a great extent ✓
- To a moderate extent
- To a small extent
- Not at all
- There were no delays
- Don't know

## Restrictions on care home visits

**41. Was the guidance received from the Scottish Government, about restrictions on home care visits, good or not?**

*Please tick one box only which best describes the how good or not the guidance was*

- Very good – very good guidance that was clear, succinct, consistent and timely
- Fairly good – reasonable guidance that was fairly clear and consistent, and reasonably timely ✓

Not very good – poor guidance, with a number of elements missing or unclear/inconsistent, and/or not very timely

Not good at all – very poor guidance, much of which was unclear, inconsistent/changeable and/or missing elements; and not at all timely

Don't know.

- 42. Did your Local Authority provide any support (either to the families/friends of care home residents, to the people in residential care and/or nursing homes themselves, or to the care providers) or not, in order to mitigate the impact of the restrictions on visiting care homes?**

*Please tick one box only*

Yes ☒  
 No  
 Don't know

*If yes*

- 43. Please explain how your Local Authority tried to mitigate the impact of the restrictions on visiting residential care and/or nursing homes, if at all.**

*Please write in*

*Set up garden visiting areas, virtual calls were put in place, amendments to entrances and exits to care homes. Maintained regular contact with families. Provided PPE and testing for visitors.*

## Effect of COVID-19 restrictions on healthcare

- 44. To what extent, if at all, were visits by healthcare professionals (for example, district nurses, GPs, ambulatory care) limited in residential care and/or nursing homes within your local authority area generally, over the period of the pandemic (March 2020 to June 2022)?**

*Please tick one box only*

To a great extent  
 To a moderate extent  
 To a small extent  
 Not at all ☒  
 Don't know

*If to a great or moderate extent*

- 45. To the best of your knowledge, what was the effect, if any at all, of these limitations?**

*Please tick all that apply*

Residents not receiving medical treatment  
 Longer waits for residents to receive medical treatment  
 Necessary transfers to hospital not undertaken  
 Unnecessary transfers to hospital undertaken



Other *please write in*  
Don't know

**46. To what extent, if at all, were visits by healthcare professionals (for example, district nurses, GPs, ambulatory care) limited in residential care and/or nursing homes within your local authority area during an outbreak of COVID-19?**

*Please tick one box only*

To a great extent  
To a moderate extent  
To a small extent ✓  
Not at all  
Don't know

*If to a great or moderate extent*

**47. What was the effect of these limitations?**

*Please tick all that apply*

Residents not receiving medical treatment  
Longer waits for residents to receive medical treatment  
Necessary transfers to hospital not undertaken  
Unnecessary transfers to hospital undertaken  
Other *please write in*  
Don't know

**48. Do you have any comments about the impact of the pandemic on the visits of healthcare professionals to residential care and/or nursing homes in your local authority area?**

*Please write in*

*All visits were risk assessed, however healthcare colleagues were well versed in IPC regulations and if required medical interventions were carried out.*

**49. To what extent, if at all, were visits by healthcare professionals (for example, district nurses, GPs, ambulatory care) limited for people receiving domiciliary care within your local authority area generally over the period of the pandemic (March 2020 to June 2022)?**

*Please tick one box only*

To a great extent  
To a moderate extent  
To a small extent ✓  
Not at all  
Don't know

*If to a great or moderate extent*

**50. What was the effect of these limitations?**

*Please tick all that apply*

- People not receiving medical treatment
- Longer waits for people to receive medical treatment
- Necessary transfer to hospital not undertaken
- Unnecessary transfers to hospital undertaken
- Other *please write in*
- Don't know

**51. To what extent, if at all, were visits by healthcare professionals (for example, district nurses, GPs, ambulatory care) limited for people receiving domiciliary care within your local authority area during an outbreak of COVID-19 in their home?**

*Please tick one box only*

- To a great extent
- To a moderate extent
- To a small extent ☒
- Not at all
- Don't know

*If to a great or moderate extent*

**52. What was the effect of these limitations?**

*Please tick all that apply*

- People not receiving medical treatment
- Longer waits for people to receive medical treatment
- Necessary transfers to hospital not undertaken
- Unnecessary transfers to hospital undertaken
- Other *please write in*
- Don't know

**53. Do you have any comments about the impact of the pandemic on the visits of healthcare professionals to people receiving domiciliary care within your local authority area?**

*Please write in*

*As above in relation to Care Homes – all visits risk assessed and prioritised accordingly.*

## Infection prevention and control

**54. In general, to what extent were residential care and/or nursing homes within your local authority area able to isolate residents who tested positive for, or were judged likely to have, COVID-19?**

*Please tick one box only*

- To a great extent
- To a moderate extent ☒

To a small extent  
Not at all  
Don't know

**55. To what extent did y care providers within your local authority area have the number of staff with relevant skills which they needed to prevent outbreaks and control the spread of them?**

*Please tick one box only*

To a great extent  
To a moderate extent ✓  
To a small extent  
Not at all  
Not applicable  
Don't know

**56. To what extent did care providers within your local authority area have the equipment (for example, PPE, sanitizer, testing kits) which they needed to prevent outbreaks and control the spread of them?**

*Please tick one box only*

To a great extent  
To a moderate extent ✓  
To a small extent  
Not at all  
Not applicable  
Don't know

**57. Overall, in your opinion, how well did the national infection prevention and control policies worked in general.**

*Please tick one box only*

Very well  
Fairly well ✓  
Not very well  
Not well at all  
Don't know

*For all responses except 'Don't know'*

**58. Why do you say that?**

*Please write in*

## Impact of transferring people from hospital to care

This section focuses specifically on people who use adult social care who were sent home from hospital during the pandemic.

- 59. As far as you are aware, did any consultation take place between the Health Boards and Local Authority (either with the Director of Adult Social Services or Director of Public Health), about the discharge policy for moving people between hospitals and residential care and/or nursing homes?**

*Please tick one box only*

Yes  
No  
Don't know ✓

- 60. To what extent were appropriate infection prevention/control measures in place for moving people between hospitals and residential care and/or nursing homes (for example, the completion of individual risk assessments for each care/nursing home, appropriate mitigations agreed for care homes, and regularly reviewing and updating processes as the pandemic evolved)?**

*Please tick one box only*

To a great extent  
To a moderate extent ✓  
To a small extent  
Not at all  
Don't know

- 61. In your experience, did the NHS discharge people from acute hospitals into residential care and/or nursing homes within your local authority area without testing them routinely first?**

*Please tick one box only*

Yes ✓  
No  
Don't know

- 62. As far as you are aware, was there any time when residential care and/or nursing homes in your local authority area were unaware of the patients' COVID-19 status on receiving them from hospital?**

*Please tick one box only*

Yes ✓  
No  
Don't know

- 63. In general, to what extent were residential care and/or nursing homes within your local authority area able to isolate residents returning from hospital?**

*Please tick one box only*

To a great extent  
To a moderate extent ✓  
To a small extent  
Not at all  
Not applicable

Don't know

**64. How would you assess the guidance your Local Authority received from the Scottish Government about how to deal with people who use adult social care returning from hospital?**

*Please tick one box only which best describes the how good or not the guidance was*

Very good – very good guidance that was clear, succinct, consistent and timely

Fairly good – reasonable guidance that was fairly clear and consistent, and reasonably timely ✓

Not very good – poor guidance, with a number of elements missing or unclear/inconsistent, and/or not very timely

Not good at all – very poor guidance, much of which was unclear, inconsistent and/or missing elements; and not at all timely

Not applicable

Don't know

**65. In general, did the residential care and/or nursing homes in your local authority area have adequate PPE and COVID-19 tests to deal with isolating residents who had returned from hospital, or not?**

*Please tick one box in each column*

	PPE	COVID-19 tests
Fully adequate	✓	✓
Fairly adequate		
Not very adequate		
Not adequate at all		
Don't know		
Not applicable		

**66. In general, did the domiciliary care providers in your local authority area have adequate PPE and COVID-19 tests to deal with isolating residents who had returned from hospital, or not?**

*Please tick one box in each column*

	PPE	COVID-19 tests
Fully adequate	✓	
Fairly adequate		
Not very adequate		
Not adequate at all		
Don't know		
Not applicable		✓

**67. In general, did the unpaid carers in your local authority area have adequate PPE and COVID-19 tests to deal with isolating residents who had returned from hospital, or not?**

Please tick one box in each column

	PPE	COVID-19 tests
Fully adequate		
Fairly adequate		
Not very adequate	✓	✓
Not adequate at all		
Don't know		
Not applicable		

## Guidance and funding

### 68. In your opinion, was the guidance your Local Authority received from the Scottish Government about shielding vulnerable people, good or not?

Please tick one box only which best describes the how good or not the guidance was

Very good – very good guidance that was clear, succinct, consistent and timely

Fairly good – reasonable guidance that was fairly clear and consistent, and reasonably timely ✓

Not very good – poor guidance, with a number of elements missing or unclear/inconsistent, and/or not very timely

Not good at all – very poor guidance, much of which was unclear, inconsistent and/or missing elements; and not at all timely

Don't know

### 69. How easy or difficult was it to apply the guidance?

Please tick one box only

Very easy

Fairly easy ✓

Neither easy nor difficult

Fairly difficult

Very difficult

Don't know

### 70. On balance, how timely was any additional funding for infection prevention and control measures for Local Authorities to support care providers?

Please tick one box only

Very timely ✓

Fairly timely

Not very timely

Not timely at all

Don't know

### 71. How sufficient overall was the amount of any additional funding for infection



**prevention and control measures that your Local Authority received to support care providers?**

*Please tick one box only*

- Completely sufficient ✓
- Fairly sufficient
- Not very sufficient
- Not sufficient at all
- Don't know
- Not applicable

**72. And was the amount of funding available for domiciliary care sufficient or not?**

*Please tick one box only*

- Completely sufficient ✓
- Fairly sufficient
- Not very sufficient
- Not sufficient at all
- Don't know
- Not applicable

**73. How, if at all, did your Local Authority help care providers (other than Local Authority run services) access the Infection Control Fund?**

*Please tick all that apply*

- Making advance payments ✓
- Paying it promptly ✓
- Writing to local care providers directly to ensure they were aware of the funding ✓
- Other *Please write in*
- None of the above

**74. Do you have any comments about the available funding for adult social care during the pandemic?**

*Please write in*

## Regulation

### 75. How supportive were you or not of the Care Inspectorate's decision to temporarily suspend inspections of care homes?

*Please tick one box only*

- Very supportive
- Fairly supportive
- Not very supportive ✓
- Not at all supportive
- Don't know

### 76. And do you feel that the suspension of inspections of care homes had a negative impact on safeguarding or not?

*Please tick one box only*

- Yes ✓
- No
- Don't know

## Unpaid carers

### 77. As far as you could tell, what impact, if any, do you think the pandemic had on unpaid carers in your local authority area?

- Financial hardship
- Mental stress ✓
- Increased physical demands (for example, doing more care) ✓
- Less respite (due to the closure of day centres/schools/colleges) ✓
- Other *Please write in*
- None of the above
- Don't know

### 78. What, if any, other thoughts do you have about the effect of the pandemic on unpaid carers in your local authority area? Please describe any unequal impacts you observed?

*Please write in*

*They took on additional caring responsibilities, and so the care burden was greater and had the aforementioned impacts.*

### 79. What support, if any, did your local authority provide to social care users when their unpaid carers were sick or not able to visit them?

*Please tick all that apply*

- Befriending/visits to combat loneliness ✓

Prescription/medicine collections	✓
Welfare checks	✓
Temporary alternative domiciliary care	✓
Other	<i>Please write in</i>

**80. What support, if any, did your local authority provide for unpaid carers?**

*Please write in*

*Guidance, PPE/equipment, volunteering support, welfare checks and additional support as required.*

## Unequal and Disproportionate Impacts

**81. During the pandemic did your Local Authority identify any unequal and/or disproportionate impacts on adults in receipt of social care? This may include inequalities regarding ethnicity, age, disability, socio-economic background and nationality.**

*Please tick one box only*

Yes     ✓  
 No  
 Don't know

*If yes*

**82. Please provide some examples of any unequal and/or disproportionate impacts identified and outline any steps taken by your Local Authority to attempt to address those unequal and/or disproportionate impacts.**

*Please write in*

*The risk were predominantly within our Older People services, in particular Care Homes, our focus and attention therefore was diverted to this work in the majority. We were aware of providers not attending to those with a disability, given Covid and staff sickness. LD/OP Day Care services had to be shut given IPC concerns, and this would have disadvantaged users of these services. Replacement care and support on an individual basis would have been difficult to deliver.*

**83. During the pandemic did your Local Authority identify any unequal and/or disproportionate impacts on adults working in the adult social care sector? This may include inequalities regarding ethnicity, age, disability, socio-economic background and nationality.**

*Please tick one box only*

Yes  
 No             ✓  
 Don't know

*If yes*

- 84. Please provide some examples of any unequal and/or disproportionate impacts identified and outline any steps taken by your Local Authority to attempt to address those unequal and/or disproportionate impacts.**

*Please write in*

- 85. During the pandemic did your Local Authority identify any unequal and/or disproportionate impacts on unpaid carers? This may include inequalities regarding ethnicity, age, disability, socio-economic background and nationality.**

*Please tick one box only*

Yes ☒  
 No ☐  
 Don't know ☐

*If yes*

- 86. Please provide some examples of any unequal and/or disproportionate impacts identified and outline any steps taken by your Local Authority to attempt to address those unequal and/or disproportionate impacts.**

*Please write in*

*Guidance and PPE was slower to come to this group and therefore they were initially disadvantaged. And as previously described regards additional burdens.*

## Local Authority reflections

- 87. During the pandemic, in which of the following ways, if any, did your Local Authority support people using adult social care in any way?**

*Please tick all that apply*

Befriending/visits to combat loneliness ☒  
 Introduction of 'no evictions' policies ☐  
 Finding solutions for street homelessness ☐  
 Welfare checks ☒  
 Other *Please write in*  
 District did not support people using adult social care ☐  
 Don't know ☐  
 Not applicable ☐

- 88. What, if any, thoughts do you have on how Local Authorities worked together to support people using adult social care?**

*Please write in*

*Tayside comprised of three LA's and as such we shared information and met on a Tayside*

*basis to manage risk across for example our Care Home sector.*

**89. Looking back, at each of the following stages of the pandemic, what was the single issue that most concerned your Local Authority in relation to the impact of COVID-19 on the adult social care sector?**

*Please tick one box only for each period*

- Funding for response to pandemic
- Provider instability
- Identification of people who may need support
- Workforce capacity
- Spread of COVID-19 in care settings ✓
- Infection prevention and control
- Testing (for example, access to COVID-19 tests and speed of results)
- Accessing PPE
- Vaccination
- Other *Please write in*
- Don't know

For the waves of: during the first lockdown/between first lockdown and first vaccination (December 2020)/after first vaccination (January 2021 onwards)

**90. And what, in your opinion, was the single issue that was handled best by your Local Authority in relation to the impact of COVID-19 on the care sector.**

*Please tick one box only for each period*

- Supporting providers ✓
- Supporting unpaid carers
- Identifying vulnerable people
- Prevention and control of outbreaks
- Establishing pipelines for supplies of PPE
- Co-ordinating the voluntary response
- Communicating with providers
- Communicating with users and carers
- Other *Please write in*

For the waves of: during the first lockdown/between first lockdown and first vaccination (December 2020)/after first vaccination (January 2021 onwards)

**91. Please outline up to two lessons identified by your Local Authority in relation to the impact of the COVID-19 pandemic on the adult social care sector and how any lessons might apply in the future.**

*Please write in*

**Lesson 1**

*Local authority attempted to redeploy staff into social care roles providing fast tracked training, which failed because the role was unpalatable when they discovered what the reality of the role was.*

## Lesson 2

*We have learnt that we can be much quicker and more agile in our thinking, this way of working was highly effective and could be applied more regularly as we move forwards.*

*Our communities rallied and provided support an interventions without hesitation, harnessing this would have been highly advantageous and is something we need to consider reinvigorating, although acknowledging we cant sustain it at this level*

Ask all

**92. Are there any other points that you wish to raise in relation to COVID-19 and adult social care?**

*Please write in*

Completed by **NR** and **NR** on behalf of Perth and Kinross Council

I confirm that the answers provided in this questionnaire are true and accurate to the best of my knowledge and belief.