

## 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  at @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 *Please write in*
- District did not support people using adult social care
- Don't know

**All services were maintained in line with SG guidance and policies**

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

*Please write in*

**All services were maintained in line with SG guidance and policies**

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

**All services were delivered in line with SG guidance and policies**

*If yes*

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

*Please write in*

In line with SG guidance and policies

5. What were the reasons for that change?

*Please write in*

In line with SG guidance and policies

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*

Midlothian HSCP provides a range of adult social care services which were maintained throughout the pandemic as per SG guidance and policies.

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	<i>Internal Yes</i> <i>External No</i>	<i>Internal Yes</i> <i>External No</i>	

equipment (PPE)			
Advice on infection prevention and control	<i>Internal Yes</i> <i>External No</i>	<i>Internal Yes</i> <i>External No</i>	
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	Yes	Yes	
Started to purchase and distribute COVID-19 testing kits	Yes	Yes	
Started to purchase and distribute hand sanitiser/hand gel	Yes	Yes	
Started COVID-19 vaccination programme for staff	<i>This was done by NHS not local authority</i>	<i>This was done by NHS not local authority</i>	
Started COVID-19 vaccination programme for people using social care	<i>This was done by NHS not local authority</i>	<i>This was done by NHS not local authority</i>	
Started providing infection control advice	<i>This was done by NHS not local authority</i>	<i>This was done by NHS not local authority</i>	
Started providing advice on visiting care homes	<i>Implemented SG guidance and policy</i>	<i>Implemented SG guidance and policy</i>	
Started providing advice and support on limiting movement between care homes	<i>Implemented SG guidance and policy</i>	<i>Implemented SG guidance and policy</i>	
Passed on central government funding to care providers who met conditions	Yes	Yes	
Supported recruitment and retention of care staff	Yes	Yes	
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*

**Unable to answer as Health and Social Care Partnership**

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

*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		YES			
Ability of care sector to increase capacity		YES			
Resilience of the care sector		YES			

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 *please write in*

**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*

*No comment*

## 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	YES	YES
During the periods between lockdowns	YES	YES
Both during lockdowns and the periods in between	YES	YES
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- Yes
- Carers/families of people already using social care - Yes
- General public (general messaging)- Yes
- General public (to reach people who might have needed support due to the pandemic) Yes
- People waiting for adult social care Yes
- People waiting for a review of their assessment or care plan
- Other *Please specify*
- None of these groups

**All groups in line with SG policy and guidance. All members of public through MLC social media communications.**

**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	Yes	Yes
Direct letter/email/postcards	Yes	Yes
Telephone call	Yes (HSCP team did this)	Not sure
In person visit by council officer or voluntary/community organisation	Not sure	Not sure
Council's regular printed magazine/publication	N/A	N/A
Other printed information provided by the council (e.g. leaflets, flyers and public notices)	Yes	Yes
Council text, email and e-newsletter	Comms did not use these methods by HSCP staff may have done?	Don't know
Council social media (e.g. Facebook, X/Twitter, blogs)	Yes	Yes
Briefing councillors to share information	Yes	Yes
Council noticeboards in council buildings Local media (e.g. newspapers, TV, radio, news websites)	Yes	Yes
Public meetings and events (including tenants/residents)	Comms team did not use this method but HSCP	Not aware

associations/faith groups meetings)	teams may have done?	
Placing information in local newspapers/magazines	Yes	Yes
Local TV and radio	Yes	Yes
Placing information on local news websites or online forums	Yes	Yes
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 – Comms did help support work of community groups offering support such as prescription pick ups etc.

**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*

Unpaid carers were provided with letters from HSCP confirming their status as key workers to allow them to continue with their caring roles under SG restrictions.

**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

**All guidance and policies were shared and followed.**

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

**All guidance and policies were shared and followed. Communications from SG changed frequently with limited implementation timeframes.**

## 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	Yes, Covid related		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	Yes, Covid related		
Increased financial hardship (during periods of illness/self-isolation)			Personal information to individuals

Other <i>Please write</i> <i>in</i>			
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**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	Yes due to covid		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	Yes due to covid		
Increased financial hardship (during periods of illness/self-isolation)			Personal information to individuals
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	Yes due to covid		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	Yes due to covid		
Increased financial hardship (during periods of illness/self-isolation)			Personal information to individuals
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'		YES			
Sourcing agency or locum staff		YES			
Flexibly using temporary registrations		YES			
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

**Vaccination programme and data run by NHSL.**

**Testing was managed by NHSL**

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

*Please write in*



No comment

## 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

Erratic national supplies, but always secured.

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

Erratic national supplies, but always secured.

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

**PPE was ordered and delivered as instructed by SG guidance and policy**

**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		YES		
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

**PPE was ordered and delivered as instructed by SG guidance and policy**

*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	YES		
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 - **PPE was ordered and delivered as instructed by SG guidance and policy**

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
- Outbreaks were managed in line with SG guidance and policy. Under the management of Health Protection Team in NHS**

## 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.

**Guidance was frequently changed with updates being issued late into the week, this made implementing guidance challenging.**

- 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*

Support was provided following SG guidance and policies.

## 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

**Visits by healthcare professionals were completed in line with SG guidance and policies.**

*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

**Visits by healthcare professionals were completed in line with SG guidance and policies.**

*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*

**Visits by healthcare professionals were completed in line with SG guidance and policies.**

**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

**Visits by healthcare professionals were completed in line with SG guidance and policies.**

*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

**Visits by healthcare professionals were completed in line with SG guidance and policies.**

*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*

**Visits by healthcare professionals were completed in line with SG guidance and policies.**

## 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

**All patients were isolated in line with SG guidance and policies. Following advice from NHSL Health Protection Team.**

**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

**We cannot answer this on behalf on private care providers.**

**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*

*Updates to Scottish Government guidance and policies was changed frequently and the late updates meant implementing changes was challenging.*

## **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

**All guidance and policies relating to discharges was followed by Midlothian HSCP.**

**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

**All guidance and policies relating to Infection prevention/control measures was followed by Midlothian HSCP.**

- 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

**Acute hospital discharge process developed in line with SG guidance and policy.**

- 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

**All discharges followed SG guidance and policy.**

- 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	Yes – once PPE distribution had been made available.	Yes – once testing kits had been made available.
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	Yes – once PPE distribution had been made available.	Yes – once testing kits had been made available.
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	Yes – once PPE distribution had been made available.	Yes – once testing kits had been made available.
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*

*No comment*

## 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

**Any reduction of supportive services would have an impact.**

## 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*

*No comment.*

**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 *Please write in*

**All support was provided in line with SG guidance and policies. Where possible, all services were maintained throughout the pandemic.**

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

*Please write in*

**All support was provided in line with SG guidance and policies. Where possible, all services were maintained throughout the pandemic.**

## 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*

**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*

*No comment*

**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*

*No comment*

## 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

**All services were maintained in line with SG guidance and policies**

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

*Please write in*

*No comment.*



**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**

*The importance of supporting commissioned care providers and maintaining good working relationships.*

**Lesson 2**

*The importance of having clear and timely communication from SG on policy or guidance changes.*

*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*

No

Completed by **NR** on behalf of Midlothian Council

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