

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

In Learning Disabilities (LD) Yes- Befriending/visits to combat loneliness

In LD Yes -Supporting the 'no evictions' policy

Organising and/or co-ordinating volunteers/community champions

Finding solutions for street homelessness

In LD yes -Welfare checks

Other **In LD we worked closely with Providers to develop a virtual**

Weekly timetable of activities to ensure people stayed connected

Adult Social Work continued to carry out their statutory duties throughout the Covid pandemic. At the Hospital Social Work Team, we took in donations of food and personal care goods from a local business, which we then passed on to those service users who required it. Welfare checks were carried out for the most vulnerable and at risk service users

Care was provided for those requiring it.

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

Please write in

The response was outstanding by Officers. The services pulled together to offer seamless support. They were creative in how we provided support, IN LD we changed our Care Inspection registration for our day service to enable us to support people in the community and at home when we were permitted to working

in bubbles etc. In our LD in house services staff went the extra mile – changed their shifts to reduce foot fall in services, picked up extra shifts when necessary

From a Hospital Social Work perspective, a number of interim beds were commissioned in local care homes following national guidance. This was believed appropriate in order to relieve pressure on the hospital so those awaiting care home placements, or care at home, could await their service in a homely setting. Staff went above and beyond to ensure service users were safe and supported. Multi Disciplinary Teams pulled together to work effectively to safeguard people. Social Work moved to a seven day service to ensure seamless service delivery

- 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

Contracting moved to fully electronic in terms of signing and all other contract issues; Microsoft Teams enabled us to maintain contact with providers. There was a care home oversight group established to support care homes which the Chief Nurse, Commissioning Lead & Chief Officer for Adult Social Work attended. This group oversaw distribution of PPE/testing kits etc to providers.

5. What were the reasons for that change?

Please write in

Infection prevention & control measures. This was also to ensure consistent messaging to providers and also gave a point of contact to ensure timely dissemination of information.

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

Residential services
Care at Home
Supported Living
MH/SM Services
LD/PD Services
Support Services (counselling/advice)
Training & Skills
Adult Support and Protection assessments and risk mitigation
Hospital Social Work Service
In person visits in urgent cases

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	Domiciliary	Other care
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	care and/or nursing homes	care	settings <i>Please write in</i>
Purchase and distribution of personal protective equipment (PPE)	✓	✓	<u>All services</u>
Advice on infection prevention and control	✓	✓	
Other <i>Please write in</i> <i>Distribution of testing kits</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

This was all undertaken by the IJB and supported by Health Protection team

	Residential care and/or nursing homes	Domiciliary care	Other care settings <i>Please write in</i>
Started to purchase and distribute PPE			<i>Followed Scottish Guidance for all aspects here (11 iterations)</i>
Started to purchase and distribute COVID-19 testing kits	✓	✓	
Started to purchase and distribute hand sanitiser/hand gel	✓	✓	
Started COVID-19 vaccination programme for staff	✓	✓	
Started COVID-19 vaccination programme for people using social care	✓	✓	
Started providing infection control advice	✓	✓	
Started providing advice on visiting care homes	✓		
Started providing advice and support on limiting movement between care homes	✓		
Passed on central government funding to care providers who met conditions	✓		
Supported recruitment and retention of care staff			
Other <i>Please write in</i> <i>We worked very closely with Public health teams and the NHS to support all of the above. We held regular mtgs with Providers and other key stakeholders such as Public Health and NHS</i>			

<i>to ensure support and guidance was provided. We were not directly involved in the recruitment activities of Providers _____</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 *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

Preparedness: to be fair to the sector, nobody was prepared. The speed and agility of the market was impressive

Capacity; this varied during different lockdowns; infection rates etc; overall the sector did not let us down

Resilience: in the circumstances, the sector rose to the challenge

The timescales between being informed of the pandemic and likelihood of impact locally was very short. Teams had limited time to prepare, however the whole service adapted quickly and went into response mode.

The resilience and determination of staff to continue to carry out their duties was admirable, particularly at the very beginning when information changed regularly.

The providers worked well with partners to reduce footprint in people's homes.

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	In LD many of our clients are in 24/7 supported services so the LA was working closely with Providers to take the lead on the communication. For those who did not have or had minimal outreach Provider support, Care Managers also had contact with clients and families.	
Never		
Other <i>Please specify</i>	Supplier Sustainability	Every new iteration was communicated, with guidance, to the social care market

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

Please tick all that apply

Yes -People already using social care

Yes -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	Voluntary Providers	

officer or voluntary/community organisation	In house council staff	
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

Not applicable

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

In LD, Partnership staff worked closely with Providers to develop a virtual weekly timetable of activities and groups that Adults with LD could join. During these sessions we also explained in easy read versions what was meant by a pandemic and at every stage of change, bubbles etc we used those opportunities to explain this to Adults who have LD

Partnership held daily huddles with Providers
Contracts Team phoned providers daily
Provider section established on Partnership website with updated guidance/information

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-Our own Social Work staff volunteered to carry out shifts in care homes in relation to cleaning , serving meals, doing the tea trolley in homes where they were experiencing staffing shortages.

A whatsapp group was created for emergency response during the Covid crisis. Pleas for support in care homes etc were put on that chat and responded to as appropriate

Temporary Movement of Staff Protocol established to enable employees to volunteer to move easily from non-critical to support urgent critical roles

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>					
Temporary Movement of Staff Protocol established to enable employees to volunteer to move easily from non-critical to support urgent critical roles		✓			

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

Quickly established a meeting of relevant professionals who monitored daily information provided by the sector Quickly established good working relationships with colleagues from Public health who attended the daily meetings with Social Work and other professionals and shared their data re positive cases, outbreaks etc so Social Work could appropriately support and respond. Daily briefings from government officials influenced and directed our actions and responses.

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 – *however LD and MH services were not always clearly identifiable in guidance making it difficult for Providers to know what guidance to follow.*

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

We supported Providers, care homes etc to be creative about developing safe areas within the homes to enable visiting when it was permitted to do so

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

Health and Social Care Partners joined to create a Care Home assurance Group – where daily meetings were held with Public Health to go through all Care Homes in the area and review their status with regards to Covid outbreaks. Regular Support and Assurance visits were carried out to ensure care homes were adhering to Government Guidance and Public Health standards, even during outbreaks. Feedback would be provided in a supportive and collaborative manner. This helped maintain good working relationships with care home providers. Nursing Staff would provide additional support and guidance to care homes as required. There was no restriction on health professionals supporting homes. Thought was given to reduce the number of visiting professionals if appropriate. GP's would offer telephone support in first instance, if appropriate.

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

There was consideration of reducing the footfall in homes, for example social care providers were trained to care for basic wounds, district nurses would provide social care, if it was felt necessary to reduce footfall in a home.

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 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-initially however as the pandemic continued IPC training skilled the staff to be more knowledgeable about this
- 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

Was more difficult to implement the policies with certain client groups such as LD and Mental Health and for older adults who walk with purpose. Guidance changed frequently and often was shared towards end of week. Providers then changed local practice which can take time to embed across services with multiple staff groups. Huddles etc were implemented to ensure timely sharing of information.

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 (once testing was available)
☐ 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 (until later in pandemic)

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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 - As the pandemic progressed money became available – for smaller providers having to purchase PPE etc without a budget up front was challenging financially
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

It was challenging for smaller providers who had limited financial reserves to meet the costs up front before the money became available for them to access.

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

it was difficult for unpaid carers to access PPE etc at the beginning of the pandemic. It was also difficult for them to navigate through all the guidance. In LD for those adults living at home with elderly parents it has taken a significant toll on their ongoing caring role due to the above highlighted issues.

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*

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

Please write in

in LD we regularly called families to check in how they were all coping

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

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

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

We developed strong collaborative working with all our Providers and our Providers developed strong relationships with each other – they shared resources such as PPE. There was a sense of togetherness which developed through our daily mtgs and this enabled Providers to creatively and efficiently support people using social care services.

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- *Supplier Sustainability process put in place promptly and throughout the pandemic*

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

Partnership working essential

Lesson 2

Being proactive around decision making

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 [X] on behalf of [Y Local Authority]

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