

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 (Aberdeenshire HSCP response)

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* – Supported Track and Trace
- 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

Ongoing telephone support was provided when in lockdown. In Care Homes/Very Sheltered Housing and supported accommodation staff support was critical with staff on occasion staying at homes to reduce risk.

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

The HSCP had an Incident Management Structure in place at critical times during the Covid period, as well as daily meetings (often 3 times a day) to assess spread, workforce etc. Command and control structures were adopted when necessary.

5. What were the reasons for that change?

Please write in

To ensure swift and clear decision making and clear messaging and informational awareness.

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

Yes ✓ – via the Aberdeenshire HSCP
No

If yes

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

Please write in

The HSCP provides care in a number of care homes, very sheltered housing units, supported accommodation, day services/day opportunities, social work and care management intervention and community equipment.

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 Please write in _____
Purchase and distribution of personal protective			

equipment (PPE)			
Advice on infection prevention and control	<i>Yes with NHSG support</i>	<i>Yes with NHSG support</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	Yes	Yes	
Started COVID-19 vaccination programme for people using social care	Yes	Yes	
Started providing infection control advice	Yes	Yes	
Started providing advice on visiting care homes	Yes	Yes	
Started providing advice and support on limiting movement between care homes	Yes	Yes	
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

	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 is greatly improved, but capacity and sustainability remains a challenge.

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	Yes	Yes – joint approach across Grampian
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 – as part of cross Grampian coordinated response
 General public (to reach people who might have needed support due to the pandemic) ☒ Yes – as part of cross Grampian coordinated response
 People waiting for adult social care - ☒ Yes
 People waiting for a review of their assessment or care plan - ☒ Yes
 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	yes	yes
Direct letter/email		
Telephone call	yes	yes
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)	yes	yes
Briefing councillors to share information	yes	yes
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	yes	yes
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

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	yes		
Difficulty recruiting new staff	yes		
Difficulty retaining existing staff	yes		
Increased sickness absence (physical) amongst staff	yes		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	yes		
Increased financial hardship (during periods of illness/self-isolation)	yes		
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	yes		
Difficulty recruiting new staff	yes		
Difficulty retaining existing staff	yes		
Increased sickness absence (physical) amongst staff	yes		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	yes		
Increased financial hardship (during periods of illness/self-isolation)	yes		
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	yes		
Difficulty recruiting new staff	yes		
Difficulty retaining existing staff	yes		
Increased sickness absence (physical) amongst staff	yes		
Increased sickness absence (mental health/anxiety/burn out) amongst staff	yes		
Increased financial hardship (during periods of illness/self-isolation)	yes		
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 – **opposite – increased movement to allow staff to support in other settings which were struggling**
- Helped staff access vaccinations ✓
- Other *Please write in* – **Staff from other council services stepped into roles to support**
- 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> Redeployed staff from other services	✓				

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 - ✓ yes
- Data from the Capacity Tracker national collection
- Data collected regularly from care providers by the council - ✓ yes
- 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

We gathered data on residents beds/vaccination status, but not staff info re vaccination. While staff were strongly encouraged to be vaccinated, informing us breaches personal health data

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* **Coordinated via NHS Supplies Scotland**

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* **Coordinated via NSS**

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* **Coordinated via NSS**
- 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 - ☒ 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

Provider Forum was created to support care homes and the Care Homes Oversight Group was set up to support all decision making re restrictions etc

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 - ☒ yes

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 - ✓ yes
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

Non-essential services were delayed to post outbreak – eg podiatry, but PPE etc was supplied to manage health visits and Near Me was used where 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

PPE, social distancing and guidance as to contact were used

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 - ✓ yes
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

Policies and guidance were frequently updated and were often lost in the myriad on national and local guidance being produced.

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 - ✓ yes

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 – ✓ once guidance was fully clear and in place

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 – ✓ in the early months before testing was introduced, but some care homes refused all new residents to protect existing residents until testing was in place

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 – ✓ systems were developed to support this

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 - ✓ yes

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	yes
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	yes
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	Yes – improved during the period	yes
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 - ✓ - though required huge effort to support implementation

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 - ✓
- yes
- Other *Please write in - Team set up to support process of payments from Covid*

Monies.

None of the above

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

Please write in

One the funding fully kicked in and there were sufficient easy to access supplies etc there were no significant issues.

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

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

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

Social isolation especially for those in vulnerable groups

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

Again some staff due to disability or health conditions had to shield and alternative employment was challenging.

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

Again supporting those shielding and challenges in access were exacerbated

Local Authority reflections (HSCP response)

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

There was a collaborative approach across the 3 Grampian local authorities, NHS Grampian, the 3 HSCPs and other services eg SAS to support service pressures through the pandemic

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 (all the above had challenges)*
- 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

Early support mechanisms to the wider system

Lesson 2

Early establishment of command and control mechanisms with simple reporting to manage issues.

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** Service & Development Manager for the Chief Officer **NR**
NR on behalf of Aberdeenshire HSCP

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