

ANNEX A

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

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

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

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

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

Local Authority activity

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

Please tick all that apply

Befriending/visits to combat loneliness ✓

Supporting the 'no evictions' policy ✓

Organising and/or co-ordinating volunteers/community champions ✓

Finding solutions for street homelessness ✓

Welfare checks ✓

Other *Please write in* - ✓

- working with Community Food Providers to provide meals and supplies where required
- Provision of a Single Access Point Helpline to access a range of supports including Financial, Physical, Food and Mental Wellbeing support and advice

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

The provision of support required a significant collaborative effort in delivering core services, with Local Authority, NHS, Private and Voluntary Sector working closely together.

This was further underpinned by significant resources provided by other Council Services in providing supports to the vulnerable, whether they were known to Services or emerging as a result of the pandemic.

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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

Core provision was managed through an expanded NHS Gold & Silver Command Structure, drawing in Officers from the Local Authority where required.

We also implemented the Care Home Oversight Group (CHOG) as per Scottish Government instructions.

In addition both the Local Authority and Local Resilience Partnership structures played a role in certain aspects of decision making in more general terms and in certain focused areas such as Community Support, Shielding, Vaccinations, Testing and Logistics etc

5. What were the reasons for that change?

Please write in

The scale of the emergency in its entirety was unlike any previously experienced emergency and required alternative approaches. Additionally to reflect Scottish Government guidance.

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

Yes ✓ through the HSCP

No

If yes

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

Please write in

Care at Home Service

Adult Resource Centres

Delivery of Residential Care (through Commissioned Services)

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	Domiciliary care	Other care settings <i>Please</i>

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

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

Please tick all that apply on each row

	Residential care and/or nursing homes	Domiciliary care	Other care settings <i>Please write in</i>
Started to purchase and distribute PPE	✓	✓	
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	✓ <i>Via NHS</i>	✓ <i>Via NHS</i>	
Started COVID-19 vaccination programme for people using social care	✓ <i>Via NHS</i>	✓ <i>Via NHS</i>	
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>			
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

*Capacity was always going to be an issue given these pressures are felt in any given year at peak periods anyway.
Planning was good in as far as it went, however historic Pandemic planning had a focus on Pandemic Influenza whereas COVID was a new and emerging threat with many uncertainties.
The Resilience and the ability of the Care Sector to adapt and withstand pressure across Public / Private / Voluntary sector was notable.*

Communication with people who use adult social care

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

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

Please tick one box in each column

	To people using social care and their carers/families	To the general public (to reach anyone receiving private care or who might have needed care during, or as a result of, the pandemic)
During lockdowns		

During the periods between lockdowns		
Both during lockdowns and the periods in between	✓	✓
Never		
Other <i>Please specify</i>		

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

Please tick all that apply

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

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

Please tick all that apply

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

news websites)		
Public meetings and events (including tenants/residents associations/faith groups meetings)		
Placing information in local newspapers/magazines		✓
Local TV and radio	✓	✓
Placing information on local news websites or online forums	✓	✓
Other method <i>Please specify</i>		
None of these		
Don't know		

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

Please tick one box only

Yes ✓

No

Not Applicable

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

Please tick one box only

Yes ✓

No

If yes

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

Please write in

The Council developed a Community newsletter during COVID which provided to be immensely popular with a wide circulation and which provided a positive opportunity to engage with all members of the community. Papercopies were distributed to Supermarkets and via Food Parcels as well as e-copies

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 – *Residential Care are predominately commissioned services delivered by the private sector so we cannot respond definitively across the whole sector, however we had one Social Care residential setting and are also aware that these were issues across the board during the pandemic.*

	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...

**Residential Care are predominately commissioned services delivered by the private sector so we cannot respond definitively across the whole sector, however we had one Social Care residential setting and are also aware that these were issues across the board during the pandemic.*

	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)		✓ (Council staff will have been paid sick pay *the situation in Private Sector may have been different)	
Other <i>Please write in</i>			

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

Please tick all that apply

Campaign to encourage people who have retired or left the sector to 'return to work' ✓

Sourcing agency or locum staff ✓

Flexibly using temporary registrations ✓

Helped with limiting movement of staff between settings ✓

Helped staff access vaccinations ✓

Other *Please write in*

None of the above

If tick any, then list and ask

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

Please tick one box on each row

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

Understanding of the local situation for adult social care

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

Please tick all that apply

Data from Public Health Scotland / Health Protection Scotland ✓

Data from the Capacity Tracker national collection ✓

Data collected regularly from care providers by the council ✓

Other *Please write in*

None of the above

Don't know

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

Please write in

Access to data was good and accessible

Significant level of data was provided via internal Services as well as NHS Intelligence

Sources. This was further underpinned via access to Scottish Government 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 Through Procurement Frameworks (e.g. Scotland Excel)*
- None of the above

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

Please tick one box only

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

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

Please tick one box only

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

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

Please tick one box in each column

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

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

Please tick one box only

Yes ✓

No

Don't know

If yes

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

Please tick all that apply

Bulk purchase of hand sanitiser/gel from abroad

Linking care providers to local manufacturers

Sourcing hand sanitizer/gel from universities/hospitals/other councils

Bulk purchase of hand sanitiser/gel from the UK ✓

Council officers personally collecting supplies from other areas of the country

Other *Please write in*

None of the above

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

Please tick one box only

Very easy

Fairly easy

Neither easy nor difficult

Fairly difficult ✓

Very difficult

Don't know

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

Please tick one box only

Very easy

Fairly easy

Neither easy nor difficult

Fairly difficult ✓

Very difficult

Don't know

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

Please tick one box in each column

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

If yes

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

Please tick all that apply

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

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

Please tick one box only

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

Restrictions on care home visits

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

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

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

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

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

Don't know.

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

Please tick one box only

Yes ✓

No

Don't know

If yes

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

Please write in

Provision of Window Visits / Bubbles outdoors

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 Use of Telephone consultations rather than Face to Face*

engagement

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

Care Homes struggled to make some of the decisions that had been previously made by health professionals which will have led to a number of unnecessary transfers.

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

People did have access to NHS Direct, but there may have been an increase in out patient presentations as a result of restrictions.

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 ✓ Some Facilities were better suited to this than others due to layout
 To a small extent
 Not at all
 Don't know

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

Please tick one box only

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

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

Please tick one box only

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

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

Please tick one box only

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

For all responses except 'Don't know'

58. Why do you say that?

Please write in

Outbreaks were arguably reduced as a result of the robust infection control measures in place, noting that on occasion infection still occurred,

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 ✓ We are not aware of testing not taking place
Don't know

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

Please tick one box only

Yes
No
Don't know ✓

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

Please tick one box only

To a great extent

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

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

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

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

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

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

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

Not applicable

Don't know

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

Please tick one box in each column

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

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

Please tick one box in each column

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

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

Please tick one box in each column

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

Guidance and funding

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

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

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

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

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

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

Don't know

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

Please tick one box only

Very easy

Fairly easy

Neither easy nor difficult

Fairly difficult ✓

Very difficult

Don't know

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

Please tick one box only

Very timely

Fairly timely

Not very timely

Not timely at all

Don't know ✓

71. How sufficient overall was the amount of any additional funding for infection prevention and control measures that your Local Authority received to support care providers?

Please tick one box only

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

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

Please tick one box only

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

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

Please tick all that apply

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

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

Please write in

Regulation

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

Please tick one box only

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

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

Please tick one box only

- Yes
- No ✓
- Don't know

Unpaid carers

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

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

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

Please write in

It felt like they were treated as less of a priority that other sectors and supports took longer to be implemented

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

Supports in delivering medication, welfare checks, advice and once approved, the provision of PPE and related supplies and also COVID Testing

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 ✓ Noting that we were aware of challenges happening elsewhere for example specific to matters such as ethnicity and were mindful of this
 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

The level of support provided during earlier stages, in terms of provision of PPE and testing was perhaps not at the same level as professional carers. This became less of an issue as the pandemic progressed.

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

The Pandemic saw a wholesale shift by the organisation to protecting the most vulnerable and keeping everyone safe – non essential services were paused to support this and a wide range of staff stepped up to deliver functions non associated with their substantive post. These efforts deserve recognition alongside the fantastic efforts of the voluntary sector and our wider communities during this extremely challenging time.

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 ✓ for all
- 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 ✓ for all
- 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

It is difficult to second guess the type of event that might lead to the need to respond to such a major situation. There need to be contingency plans that reflect unpredictability and that are flexible to changing demands.

Lesson 2

During a crisis workforce and communities alike rallied to support each other. It is important to include community representation when planning for local need??

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

This was a significantly challenging period for the Local Authority across the board, played out against an ever evolving policy and guidance landscape. Those challenges were most significantly felt in the Social Care sector as evidenced by the question set. A key area of that was keeping staff and service users safe during this period. As well as the challenges, there were successes and innovation, particularly when considering Community supports, community engagement and working in partnership with volunteers, the voluntary sector and others to provide functions which underpinned the core Social care offer.

Completed by [X] on behalf of Dumfries and Galloway Council

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