

---

# Appendix 1 Health and Social Care Partnership Survey Results

---

September 2020



HAPPY TO TRANSLATE

## Contents

Introduction: .....	4
1. Challenges and actions taken by HSCP.....	5
Table 1.1: Did your HSCP experience significant problems with maintaining sufficient staff capacity to continue delivering care at home and housing support services? (tick all that apply).....	5
Table 1.2 What other significant challenges were experienced by care at home and housing support services because of the COVID-19 pandemic (tick all that apply)? .....	5
Table 1.3 Did the HSCP make changes to care at home and housing support packages in response to COVID-19? (tick all that apply).....	6
Table 1.4: Who made the decision to make changes to care at home and housing support packages in response to COVID-19?? .....	6
Table 1.5: Was the HSCP involved in how providers implemented their own business continuity plans? (tick all that apply) .....	7
2. Risk management .....	7
Table 2.1: How did your HSCP assess and manage risks relating to care at home and housing support services as a result of the COVID-19? (tick all that apply) ....	7
Table 2.2 How has this capacity been redeployed?.....	8
Table 2.3 What factors contributed to reduced demand for care at home and housing support services in the COVID-19 pandemic? (tick all that apply).....	8
Table 2.4: What factors contributed to increased demand for care at home and housing support services in the COVID-19 pandemic? (tick all that apply).....	8
3. Impact on service users and carers.....	9
Table 3.1: How did your HSCP monitor the impact on service users and carers from changes to care at home and housing support as a result of the COVID-19 pandemic? (tick all that apply) .....	9
4. Recovery Planning .....	10
Table 4.1: Has your HSCP made plans for the recovery of care at home and housing support services? (Tick one answer only) .....	10
5. Working in partnership with service providers .....	10
Table 5.1: How did you HSCP support care at home and housing support providers to respond to the COVID-19 pandemic? (tick all that apply) .....	10
Table 5.2 How did your HSCP maintain engagement with providers during the COVID-19 pandemic? (tick all that apply).....	11
Table 5.3: To what extent was the care at home and housing support response to COVID-19 co-produced with providers? (tick one answer only) .....	11
Table 5.4: To what extent has the HSCP sought to co-produce recovery plans with providers (tick one answer only) .....	12
6. Differences between sectors and service user groups.....	12

Table 6.1: Were there significant differences between in-house and externally provided services in terms of the challenges they experienced from COVID-19, the response to these challenges or how they plan to recover? ..... 12

Table 6.2: Were there significant differences between service user groups in terms of the challenges they experienced from COVID-19, the response to these challenges or how they plan to recover? ..... 12

## Introduction:

All Health and Social Care Partnerships (HSCPs) in Scotland was asked to complete a survey to inform the Care Inspectorate's enquiry into decision-making and partnership working in relation to care at home and housing support services during the 2020 COVID-19 pandemic. All HSCPs provided a response.

The survey sought to take stock of how care at home and housing support services have been affected, how HSCPs and service providers have responded, and the lessons learned.

This report sets out the aggregated responses to the enquiry's quantitative survey questions. HSCPs were invited to tick all options that apply in some questions. This can result in multiple answers which at times will result in greater than 100% response being recorded. Some questions had (tick all that apply) at the end and this indicates where this is the case.

---

## 1. Challenges and actions taken by HSCP

**Table 1.1: Did your HSCP experience significant problems with maintaining sufficient staff capacity to continue delivering care at home and housing support services? (tick all that apply)**

Issue	Frequency	Percentage
Staff self-isolating	25	81%
Staff shielding	25	81%
Increases in staff absence	21	68%
Other	18	58%
Staff unwilling to work	9	29%
No issues with staffing capacity	5	16%

**Table 1.2 What other significant challenges were experienced by care at home and housing support services because of the COVID-19 pandemic (tick all that apply)?**

Challenge	Frequency	Percentage
Shortages of or access to PPE	25	81%
Keeping updated on new COVID-19 guidance	23	74%
Cost of PPE	21	68%
Testing service users for infection	17	55%
Testing staff for infection	17	55%
Other	13	42%
Maintaining service user choice and control	12	39%
Limited capacity before which the COVID-19 crisis has exacerbated	10	32%
Ceasing or reducing reablement activities	10	32%
Minimising detrimental impacts on supported people's well-being	9	29%
Sustainability or financial viability of services	8	26%
Limited capacity to respond to people needing support as a result of COVID-19	6	19%
No other challenges	0	0%
Relationship with providers	0	0%

**Table 1.3** Did the HSCP make changes to care at home and housing support packages in response to COVID-19? (tick all that apply)

<b>Changes</b>	<b>Frequency</b>	<b>Percentage</b>
Other	17	55%
HSCP re-prioritised care at home and housing support services to meet anticipated demand during the COVID-19 pandemic	13	42%
No, services were maintained at pre COVID -19 levels	10	32%
HSCP re-prioritised care at home and housing support services to release hospital capacity by creating additional capacity to facilitate discharge	10	32%
No, changes were made by providers under their own business continuity plans	9	29%
HSCP re-prioritised care at home and housing support services in response to actual reductions in staff capacity as a result of COVID-19	9	29%
HSCP re-prioritised care at home and housing support services to meet actual increased demand	7	23%

**Table1.4: Who made the decision to make changes to care at home and housing support packages in response to COVID-19??**

<b>Body</b>	<b>Frequency</b>	<b>Percentage</b>
Other	23	74%
Chief Officer Group	9	29%
Integration Authority (IJB or NHS Board)	5	16%

**Table 1.5: Was the HSCP involved in how providers implemented their own business continuity plans? (tick all that apply)**

Issue	Frequency	Percentage
HSCP took steps to monitor the impact of providers business continuity plans on people using services	22	71%
HSCP worked with providers to coordinate the implementation of business continuity plans across all local care at home and housing support services	18	58%
HSCP explicitly communicated its agreement for providers to implement their own business continuity plans	15	48%
Other	12	39%
HSCP was not involved in the actions taken by providers to implement their own business continuity plans	4	13%
HSCP sought to require providers not to take business continuity plans that it did not agree to	3	10%

## 2. Risk management

**Table 2.1: How did your HSCP assess and manage risks relating to care at home and housing support services as a result of the COVID-19? (tick all that apply)**

Issue	Frequency	Percentage
Care at home and housing support risks were identified and assessed as part of HSCPs wider assessment of the impact of COVID-19 across all its activities	30	97%
HSCP undertook risk assessments of individual service users when care packages were changed as a result of COVID-19 or its response to pandemic	16	52%
HSCP undertook a specific risk assessment of the impact of COVID-19 on care at home and housing support provision	11	35%
Other	11	35%
HSCP undertook a specific risk assessment of the impact of the changes it planned to make to care at home and housing support services in response to the COVID-19 pandemic	8	26%

**Table 2.2 How has this capacity been redeployed?**

<b>Capacity redeployment</b>	<b>Frequency</b>	<b>Percentage</b>
To maintain care at home and housing support for high priority individuals	22	71%
To facilitate hospital discharge	17	55%
To meet additional demand	13	42%
Other	10	32%
Additional capacity was not required	4	13%

**Table 2.3 What factors contributed to reduced demand for care at home and housing support services in the COVID-19 pandemic? (tick all that apply)**

<b>Factor</b>	<b>Frequency</b>	<b>Percentage</b>
Service users and/or families declined their normal service	29	94%
Reduced new demand in the community	16	52%
Reduced new demand to facilitate hospital discharge	12	39%
Other	7	23%
None - demand remained the same or increased	5	16%

**Table 2.4: What factors contributed to increased demand for care at home and housing support services in the COVID-19 pandemic? (tick all that apply)**

<b>Factor</b>	<b>Frequency</b>	<b>Percentage</b>
None - demand remained the same or decreased	15	48%
Other	12	39%
Increased new demand to facilitate hospital discharge	9	29%
Increased new demand in the community	9	29%
Reduced opportunities for reablement	9	29%

### 3. Impact on service users and carers

**Table 3.1: How did your HSCP monitor the impact on service users and carers from changes to care at home and housing support as a result of the COVID-19 pandemic? (tick all that apply)**

<b>Issue</b>	<b>Frequency</b>	<b>Percentage</b>
Individual needs assessment/reviews by care managers or equivalents	30	97%
Monitoring information from providers	28	90%
Service user surveys/direct contact with service users	22	71%
Monitoring information from complaints	20	65%
Carer surveys/direct contact with carers	19	61%
Engagement with carer groups	14	45%
Other	12	39%
Engagement with service user groups	5	16%
No monitoring was undertaken	0	0%

## 4. Recovery Planning

**Table 4.1: Has your HSCP made plans for the recovery of care at home and housing support services? (Tick one answer only)**

Issue	Frequency	Percentage
HSCP plans to review and review and revise care packages in line with individual needs	16	52%
Other	10	32%
HSCP did not make any changes to care at home and housing support packages during the COVID-19 pandemic	4	13%
HSCP plans to restore care packages to previous levels	1	3%
HSCP plans to leave care packages at the levels established during the COVID-19 pandemic	0	0%

## 5. Working in partnership with service providers

**Table 5.1: How did you HSCP support care at home and housing support providers to respond to the COVID-19 pandemic? (tick all that apply)**

Issue	Frequency	Percentage
Advice and information	31	100%
Provision of PPE	31	100%
Facilitating access to testing of staff	30	97%
Guaranteeing levels of income to providers, regardless of actual levels of service delivery	25	81%
Planning and facilitating processes to provide additional staff	23	74%
Communicating shared messages to service users and carers about re-prioritising services	21	68%
Provision of training	18	58%
Provision of additional staff on a temporary basis	14	45%
Other	12	39%
Additional funds to enhance terms and conditions to incentivise staff to test and self-isolate	9	29%

**Table 5.2** How did your HSCP maintain engagement with providers during the COVID-19 pandemic? (tick all that apply)

Engagement Type	Frequency	Percentage
Proactive contact with individual providers on a regular basis	30	97%
Responding to individual queries and questions	29	94%
Maintaining forums for providers through video and teleconferencing	23	74%
Reviewing and advising on individual provider's business continuity plans	21	68%
Other	11	35%

**Table 5.3: To what extent was the care at home and housing support response to COVID-19 co-produced with providers? (tick one answer only)**

Issue	Frequency	Percentage
Providers have been consulted and have been able to influence the HSCP's actions	17	55%
Other	12	39%
Providers have been required to implement actions that the HSCP specified without consultation	1	3%
The care at home and housing support response was delegated to individual providers	1	3%
The care at home and housing support response was co-produced at all stages, with providers actively engaged in the design, implementation, and review of the HSCP's actions	0	0%

**Table 5.4: To what extent has the HSCP sought to co-produce recovery plans with providers (tick one answer only)**

Issue	Frequency	Percentage
Other	18	58%
Providers have been consulted on the recovery plans developed by the HSCP	8	26%
Recovery plans have been delegated to individual providers	5	16%
Recovery plans have been co-produced, with providers actively engaged in the design, implementation and review	0	0%
Providers were required to implement the HSCP's recovery plans without consultation.	0	0%

## 6. Differences between sectors and service user groups

**Table 6.1: Were there significant differences between in-house and externally provided services in terms of the challenges they experienced from COVID-19, the response to these challenges or how they plan to recover?**

Issue	Frequency	Percentage
<u>No</u> there were no significant differences	20	65%
<u>Yes</u> there were significant differences	11	35%
<b>Total</b>	31	100%

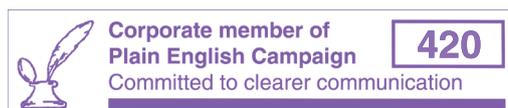
**Table 6.2: Were there significant differences between service user groups in terms of the challenges they experienced from COVID-19, the response to these challenges or how they plan to recover?**

Issue	Frequency	Percentage
<u>Yes</u> there were significant differences	17	55%
<u>No</u> there were no significant differences	12	39%
Not answered	2	6%
<b>Total</b>	31	100%

## Headquarters

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 01382 207100  
Fax: 01382 207289

Website: [www.careinspectorate.com](http://www.careinspectorate.com)  
Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)  
Care Inspectorate Enquiries: 0345 600 9527



© Care Inspectorate 2020 | Published by: Communications | COMMS-0920-315

 @careinspect  careinspectorate

