
Appendix 2

Service Providers Survey Results

September 2020

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Introduction

A sample of 692 service providers in Scotland were 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. Of this sample 305 responded (44%).

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

This report appendix two sets out the aggregated responses to the enquiry's quantitative survey questions. Service providers 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. Service Provider Return Profile

Table 1.1. In which sector is your service?

| Sector | Frequency | Percentage |
|-----------------|-----------|------------|
| Third | 127 | 42% |
| Independent | 123 | 40% |
| Local authority | 55 | 18% |
| Total | 305 | 100% |

Table 1.2 Which HSCP does your answers in this survey relate to?

| HSCP | Frequency | Percentage |
|-----------------------------|-----------|------------|
| Aberdeen City | 10 | 3% |
| Aberdeenshire | 9 | 3% |
| Argyll & Bute | 9 | 3% |
| Angus | 4 | 1% |
| City of Edinburgh | 33 | 11% |
| Clackmannanshire & Stirling | 12 | 4% |
| Dumfries & Galloway | 11 | 4% |
| Dundee City | 16 | 5% |
| East Ayrshire | 5 | 2% |
| East Dunbartonshire | 9 | 3% |
| East Lothian | 6 | 2% |
| East Renfrewshire | 10 | 3% |
| Falkirk | 11 | 4% |
| Fife | 10 | 3% |
| Glasgow City | 19 | 6% |
| Highland | 13 | 4% |
| Inverclyde | 7 | 2% |
| Midlothian | 8 | 3% |
| Moray | 6 | 2% |
| Na h-Eileanan Siar | 5 | 2% |

| HSCP | Frequency | Percentage |
|---------------------|------------------|-------------------|
| North Ayrshire | 10 | 3% |
| North Lanarkshire | 14 | 5% |
| Orkney Islands | 4 | 1% |
| Perth & Kinross | 8 | 3% |
| Renfrewshire | 12 | 4% |
| Scottish Borders | 11 | 4% |
| Shetland Islands | 4 | 1% |
| South Ayrshire | 9 | 3% |
| South Lanarkshire | 6 | 2% |
| West Dunbartonshire | 7 | 2% |
| West Lothian | 7 | 2% |
| Total | 305 | 100% |

2. Challenges and positive impacts

Table 2.1 Which factors presented challenges to maintaining your service during COVID 19? (tick all that apply)

| Factors | Frequency | Percentage |
|---|------------------|-------------------|
| Staff self-isolating | 174 | 57% |
| Shortages of or access to PPE | 171 | 56% |
| Cost of PPEs | 168 | 55% |
| Keeping updated on new COVID-19 guidance | 156 | 51% |
| Staff shielding | 154 | 50% |
| Minimising detrimental impacts on supported people's well-being | 126 | 41% |
| Maintaining service user choice and control | 117 | 38% |
| Increase in staff absence | 106 | 35% |
| Testing | 94 | 31% |
| Reduced demand for services | 91 | 30% |
| Sustainability or financial viability of services | 71 | 23% |
| Staff unwilling to work | 59 | 19% |
| Increased demand for services | 48 | 16% |
| Relationship with your local Health and Social Care Partnership | 43 | 14% |
| Limited capacity to respond to people needing support as a result of COVID-19 | 39 | 13% |
| Supporting service users with COVID-19 symptoms or who had tested positive for COVID-19 | 29 | 10% |
| Limited capacity before which the COVID-19 crisis has exacerbated | 27 | 9% |
| Supporting service users living in a household with someone else with COVID-19 symptoms or who had tested positive for COVID-19 | 26 | 9% |
| No challenges | 11 | 4% |

Table 2.2. Did changes as a result of the COVID-19 pandemic or your response to it have any positive impacts on your service? (tick all that apply)

| Impacts | Frequency | Percentage |
|--|------------------|-------------------|
| Staff stepped up to the challenge and went the extra mile | 291 | 95% |
| Families and carers worked with you to help reduce the risk of infection e.g. requesting less direct support | 196 | 64% |
| There was greater recognition of your staff and service by the wider public | 195 | 64% |
| Families and carers had more time to support service users | 115 | 38% |
| You had greater flexibility and autonomy to organise and target support | 114 | 37% |
| Improved working relationship with HSCP | 107 | 35% |
| Reduced demand for new care packages allowed the service to focus on meeting the challenges of COVID | 96 | 31% |
| No positive impacts | 4 | 1% |

Table 2.3 Did the service make changes to care packages in response to the COVID-19 pandemic? (tick all that apply)

| Changes | Frequency | Percentage |
|--|------------------|-------------------|
| We made changes to care packages under our own business continuity plans | 161 | 53% |
| HSCP gave its agreement to providers making changes under their own business continuity plans | 106 | 35% |
| Changes to care packages were made in anticipation of impact of COVID-19, in other words before that pandemic had actually affected staff and service users | 96 | 31% |
| No, services were maintained at pre COVID -19 levels | 82 | 27% |
| Changes to care packages were made in response to the actual impact of COVID-19, for example reductions in staff capacity or the need to support service users with symptoms | 82 | 27% |
| HSCP monitored the changes we made under our own business continuity plans | 52 | 17% |
| HSCP were not involved in the changes we made under our own business continuity plans | 45 | 15% |
| HSCP re-prioritised care at home and housing support and specified the changes we were to make to individual care packages | 30 | 10% |
| HSCP intervened to prevent changes we proposed under own business continuity plans when it did not agree. | 3 | 1% |

3. Impact on Service Users and Carers

Table 3.1 What were the negative impacts of COVID-19 on service users and their carers? (tick all that apply)

| Impacts | Frequency | Percentage |
|--|-----------|------------|
| Increased social isolation | 246 | 81% |
| Disruption to service users daily activities or routines | 236 | 77% |
| Inability to continue usual work and/or pastimes/hobbies | 227 | 74% |
| Lack of physical activity | 181 | 59% |
| Service users unable to understand why changes and restrictions are needed | 159 | 52% |
| Reduction in service user choice and control | 135 | 44% |
| Service users becoming angry and frustrated because of restrictions | 135 | 44% |
| Difficulty accessing healthcare | 109 | 36% |
| Choosing not to access healthcare because of fear of infection | 93 | 30% |
| Carers to provide a greater proportion of support | 78 | 26% |
| Reduction in continuity of staff providing support to individual service users | 72 | 24% |
| Less predictable timing of support | 49 | 16% |
| No negative impact - there were no changes to the service | 20 | 7% |
| We did not monitor impacts on service users and/or carers | 12 | 4% |

Table 3.2 What were the positive impacts of COVID-19 on service users and their carers (tick all that apply)

| Impacts | Frequency | Percentage |
|--|-----------|------------|
| More contact and support from families | 153 | 50% |
| Opportunities to develop new skills | 109 | 36% |
| Service users benefiting from alternative supports e.g. telecare | 107 | 35% |
| Service users were more relaxed from leading less busy lives | 77 | 25% |
| Service users more Private and motivated by the challenge | 62 | 20% |
| No positive impacts | 48 | 16% |
| Increased physical activity | 36 | 12% |

4. Recovery

Table 4.1 What difficulties do you need to work through to bring your service back to more normal and sustainable levels. (tick call that apply)

| Difficulties | Frequency | Percentage |
|---|-----------|------------|
| Additional costs such as for PPE | 200 | 66% |
| Spikes in infection rates | 141 | 46% |
| Increased demands once the NHS and Social Work return to normal activity | 102 | 33% |
| Difficulties in recruiting staff | 100 | 33% |
| Increased/further disruption to continuity of support | 88 | 29% |
| Demands for support at short notice, for example family members going back to work after furlough | 83 | 27% |
| Financial viability | 77 | 25% |
| Testing of staff | 67 | 22% |
| Ongoing reduced demand for service | 41 | 13% |
| Increased complaint activity e.g. due to lack of continuity of support | 36 | 12% |
| Meeting HSCP strategic objectives | 32 | 10% |

Table 4.2 What are the opportunities to improve your service as you work to bring it back to more normal and sustainable levels? (tick call that apply)

| Opportunities | Frequency | Percentage |
|--|------------------|-------------------|
| Heightened infection control awareness | 262 | 86% |
| Greater appreciation from the general public | 174 | 57% |
| Improved partnership working with HSCP and others | 150 | 49% |
| Increased flexibility for promoting service user independence | 137 | 45% |
| More efficient ways of service delivery - for example better rota management | 131 | 43% |
| Increased flexibility relating to how support is delivered e.g. virtual support and telecare | 127 | 42% |
| Easier recruitment of staff | 104 | 34% |

5. Working in partnership with local Health and Social Care Partnerships (HSCPs)

Table 5.1 How would you rate the quality of support or partnership working with your HSCP during lockdown? (tick one only)

| Rating | Frequency | Percentage |
|---------------|------------------|-------------------|
| Excellent | 76 | 25% |
| Very Good | 113 | 37% |
| Good | 63 | 21% |
| Adequate | 53 | 17% |

Table 5.2 How did your HSCP support your service to respond to the COVID-19 pandemic (tick all that apply)

| Support Type | Frequency | Percentage |
|--|-----------|------------|
| Provision of PPE | 244 | 80% |
| Advice and information | 219 | 72% |
| Facilitating access to testing | 153 | 50% |
| Guaranteeing levels of income, regardless of actual levels of service delivery | 149 | 49% |
| Communicating the need to re-prioritise services with service users | 76 | 25% |
| Planning and facilitating processes to provide additional staff | 42 | 14% |
| Provision of training | 40 | 13% |
| We received no or little support | 30 | 10% |
| Helped us develop our recovery plan | 29 | 10% |
| Providing additional staff on a temporary basis | 29 | 10% |
| Additional funds to enhance terms and conditions to incentivise staff to test and self-isolate | 20 | 7% |

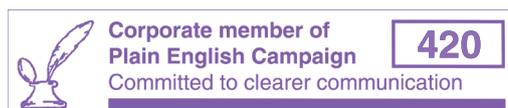
Table 5.3 How did the HSCP engage with providers during the COVID-19 pandemic (tick all that apply)

| Factor | Frequency | Percentage |
|---|-----------|------------|
| Responding to individual queries and questions | 213 | 70% |
| Maintaining forums for providers through video and teleconferencing | 168 | 55% |
| Proactive contact with individual providers on a regular basis | 144 | 47% |
| The care at home and housing support response was delegated to individual providers | 64 | 21% |
| Providers have been consulted and have been able to influence the HSCP's response to COVID-19 | 63 | 21% |
| Providers have been actively engaged in the design, implementation, and review of the HSCP's response to COVID-19 | 51 | 17% |
| Reviewing and advising on individual provider's business continuity plans | 47 | 15% |
| Providers have been to implement actions that the HSCP specified without consultation | 31 | 10% |

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