

---

## Appendix 2

# Service Providers Survey Results

---

September 2020



HAPPY TO TRANSLATE

## Contents

Introduction .....	3
1. Service Provider Return Profile .....	4
Table 1.1. In which sector is your service? .....	4
Table 1.2 Which HSCP does your answers in this survey relate to? .....	4
2. Challenges and Positive Impacts .....	6
Table 2.1 Which factors presented challenges to maintaining your service during COVID 19? (tick all that apply) .....	6
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).....	7
Table 2.3 Did the service make changes to care packages in response to the COVID-19 pandemic? (tick all that apply).....	7
3. Impact on Service Users and Carers.....	8
Table 3.1 What were the negative impacts of COVID-19 on service users and their carers? (tick all that apply).....	8
Table 3.2 What were the positive impacts of COVID-19 on service users and their carers (tick all that apply).....	9
4. Recovery .....	9
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).....	9
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).....	10
5. Working in partnership with local Health and Social Care Partnerships (HSCPs) .....	10
Table 5.1 How would you rate the quality of support or partnership working with your HSCP during lockdown? (tick one only).....	10
Table 5.2 How did your HSCP support your service to respond to the COVID-19 pandemic (tick all that apply) .....	11
Table 5.3 How did the HSCP engage with providers during the COVID-19 pandemic (tick all that apply) .....	11

## 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%

<b>HSCP</b>	<b>Frequency</b>	<b>Percentage</b>
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%
<b>Total</b>	<b>305</b>	<b>100%</b>

## 2. Challenges and positive impacts

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

<b>Factors</b>	<b>Frequency</b>	<b>Percentage</b>
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)**

<b>Impacts</b>	<b>Frequency</b>	<b>Percentage</b>
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)**

<b>Changes</b>	<b>Frequency</b>	<b>Percentage</b>
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)**

<b>Opportunities</b>	<b>Frequency</b>	<b>Percentage</b>
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)**

<b>Rating</b>	<b>Frequency</b>	<b>Percentage</b>
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%

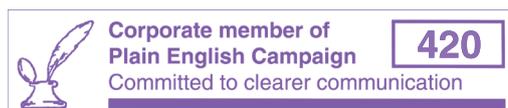
**Table 5.3 How did the HSCP engage with providers during the COVID-19 pandemic (tick all that apply)**

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%

## 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-0920-316

 @careinspect  careinspectorate

