

**Barnet care home residents'  
experiences during the  
COVID-19 pandemic**



**March 2021**



# Contents

	Page
<b>1. Executive Summary</b>	<b>3</b>
<b>2. Methodology</b>	<b>5</b>
<b>3. Findings</b>	<b>6</b>
<b>4. Limitations</b>	<b>16</b>
<b>5. Conclusions</b>	<b>17</b>
<b>6. Recommendations</b>	<b>17</b>
<b>7. Acknowledgements</b>	<b>18</b>
<b>8. Appendices</b>	<b>19</b>





# 1. Executive Summary

Health and social care services have been adversely affected by the COVID-19 pandemic, with care homes being severely impacted. Local Healthwatch organisations stopped Enter and View visits in line with government guidance in March 2020 and therefore the COVID-19 restrictions prevented local Healthwatch organisations to physically observe, assess and collect feedback from residents in care homes.

During May-July 2020 we conducted phase 1 of our care homes project which saw Healthwatch Barnet and our volunteers email and then telephone care home managers in Barnet to understand how care homes have been affected. The report found that most care home managers had managed well during the first wave of the pandemic although there were issues with PPE arriving late, difficulty accessing COVID-19 tests for staff and residents and concerns about the financial effects of the pandemic on their care homes (Healthwatch Barnet, November 2020 – See [full report](#) for more details).

Following on from this report, Healthwatch Barnet sought to understand the experiences of care home residents during the pandemic and the effects on their physical and mental wellbeing. Healthwatch Barnet emailed a survey to the 83 CQC-registered care homes in the London Borough of Barnet from December 2020 to February 2021, followed by directly calling care homes to speak with residents, to gain insight into residents' experiences and received 129 responses. The surveys were completed by residents or on behalf of residents by their family. The survey can be found in Appendix A and all the care homes contacted in Appendix B.



## Key Findings:

- **COVID-19 information** - 84% of respondents had been provided information on how to stay safe during the pandemic, such as handwashing and social distancing, for themselves and their relatives by the care home.
- **Testing** - 73% of respondents had been offered COVID-19 testing mostly on a monthly and weekly basis.
- **Personal Protective Equipment (PPE)** - 78% of respondents indicated care home staff always used appropriate PPE when providing care, although 62% of respondents stated they were provided PPE for personal use in shared spaces.
- **Access to healthcare services** - Respondents have had issues in accessing healthcare services with 23% of respondents stating an impact in accessing their GP and 29% respondents stating that the pandemic affected their access to a dentist.
- **Impact on mental health** - Almost 50% of respondents stated that their mental health and wellbeing had deteriorated, primarily due to a lack of social interaction causing isolation and depression.
- **Impact on physical health** - 35% of respondents stated that their physical health had deteriorated due to factors such as reduced access to healthcare services and physical wellbeing activities, including maintaining relationships with family and friends.
- **Visits** - The restriction on visits from loved ones has been distressing for respondents. Care homes created alternative methods such as video calls, telephones and emails as substitutes for in-person visits however many respondents stated that these were not an adequate substitute to in-person visits.
- **Care home staff** - Respondents overwhelmingly praised their care home staff and stated that the staff had been excellent in providing care during the pandemic.



## 2. Methodology

### Phase 2

The objectives of this project were:

- To understand the impact that COVID-19 has had on residents living in Barnet nursing/care homes by gathering feedback from residents and their families and friends.
- To identify examples of good practice within care homes to share with other providers, the Care Quality Team and other relevant stakeholders.
- To use the information gathered to talk to decision makers and commissioners about how they can best support homes and their residents to stay safe and get the help they need now and in the future.

Following on from our Phase 1 report on care home managers' experiences, Healthwatch Barnet focused on understanding the experiences of care home residents to meet the objectives outlined above. The questionnaire was developed with the support of Healthwatch Barnet volunteers. We initially contacted the London Borough of Barnet to outline our plan and secured support from the local Care Quality Team. A survey aimed at residents, and their family and friends, was circulated from December 2020 - February 2021 to allow them to share feedback with Healthwatch Barnet.

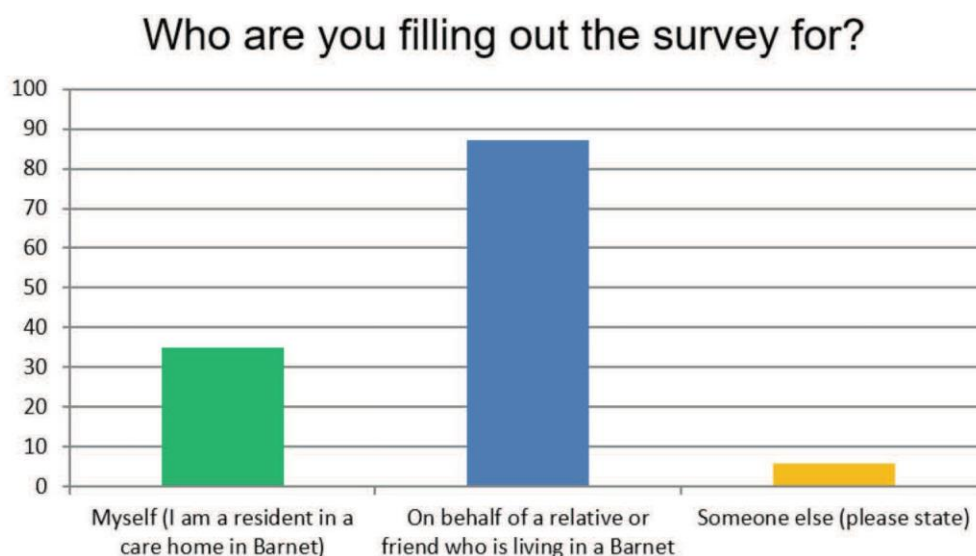
All 83 CQC-registered care homes within Barnet were contacted to be informed on the project and were emailed the survey. We also created a poster to showcase on display boards, wrote a letter to all care homes, offered to send hard copies of the questionnaires, telephoned care homes directly and circulated the information on the Healthwatch Barnet website, our social media channels, and newsletter.

The survey consisted of questions on residents' experiences in the care home including how residents were being kept safe during the COVID-19 pandemic, COVID-19 testing, access to healthcare services, the impact on their physical and mental wellbeing and visits from loved ones. The results from residents and responses completed on behalf of residents by their family or friend were combined. The responses were anonymous and kept confidential.



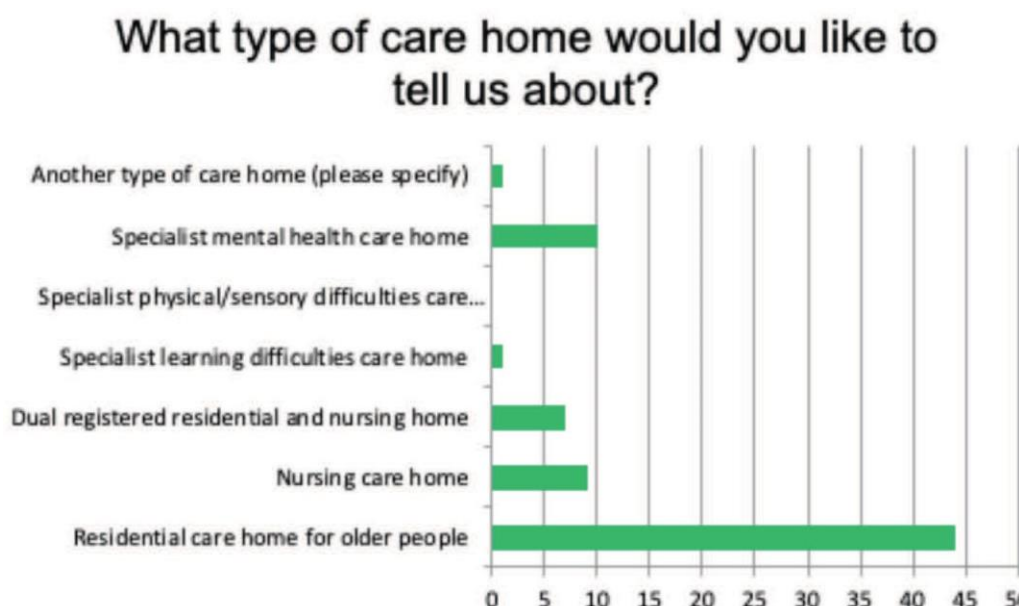
### 3. Findings

We received 129 responses with 35 responses submitted by residents themselves, 87 submitted on behalf of a relative of a friend who is living in a Barnet care home. The 'something else' category contained 2 responses from carers and 4 from staff - figure 1.



**Fig. 1** The respondents of the survey.

Most of the residents were living in care homes for older people (44 respondents), with specialist mental health care homes (10 respondents) and nursing care homes (9 respondents) being the next most common types of care homes respectively - figure 2.

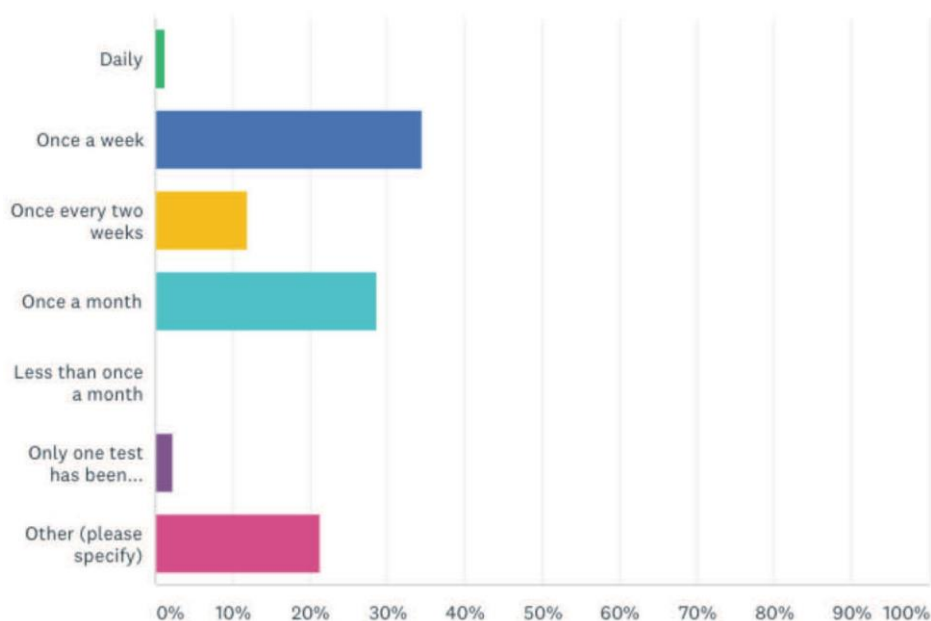


**Fig. 2** The types of care homes.

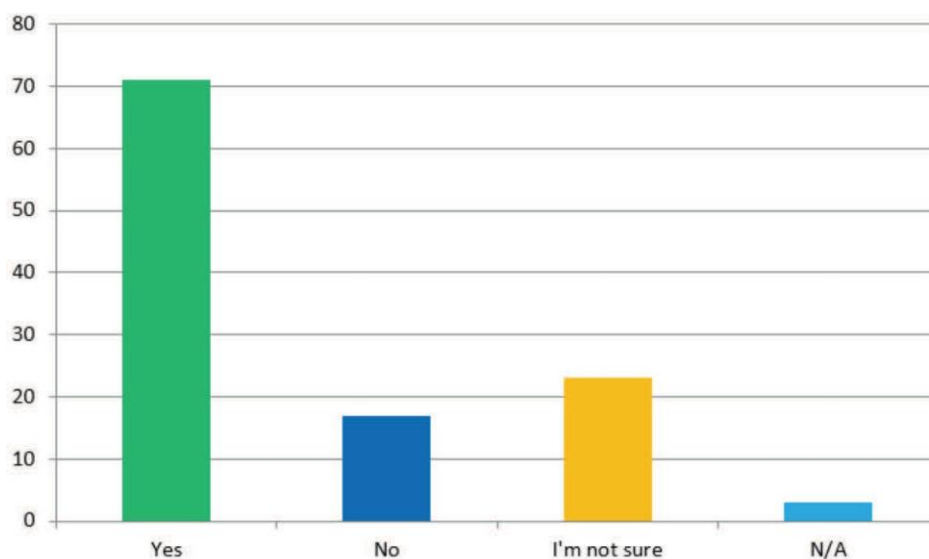
## A. Keeping Residents Safe

Our survey found that the majority of respondents (103 respondents) had been provided with information on staying safe during the COVID-19 pandemic, with 104 respondents reporting that their care home had provided residents information on how they were keeping residents safe.

However, there were issues with COVID-19 testing as only 73% (figure 3) stated they had been offered a COVID-19 test with only 35% (figure 4) of residents being tested once a week and only 62% being provided with personal protective equipment (PPE) for personal use. 29% of residents were being tested once a month, which is the benchmark set by Care Home COVID-19 Testing Guidance (UK Government, 2021).

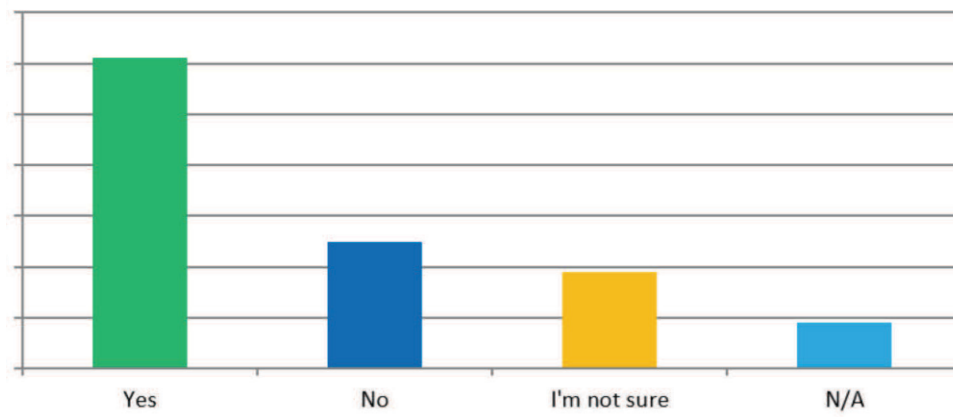


**Fig. 3**  
COVID-19 testing frequency



**Fig. 4** The number of respondents provided with PPE for personal use

61 respondents (figure 5) had been informed about an outbreak of COVID-19 in the home with 19 respondents unsure, indicating that care homes could improve communication with residents on outbreaks.



**Fig. 5** The number of respondents who had been informed of a

## B. Access to healthcare services during the COVID-19 pandemic

With most healthcare services changing their appointments to digital appointments, 23% of respondents stated that access to their GP had been impacted by the pandemic as shown in figure 6. This is concerning as reduced access to GP services can lead to undiagnosed conditions and deterioration of existing conditions.

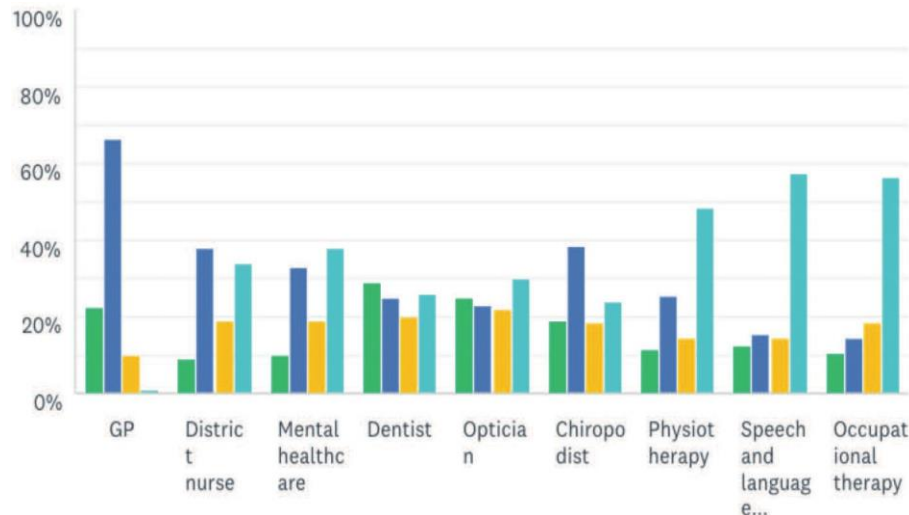
With the COVID-19 pandemic, issues in accessing a dentist have also been exacerbated with almost 30% of care home residents stating that the pandemic affected their access to a dentist. Furthermore, a quarter of respondents stated that the pandemic had affected their access to an optician, this is worrying as residents eye health could be impacted with eye conditions such as glaucoma going undiagnosed.

Respondents commented on how the pandemic has affected residents overall health:

- *It's been difficult to get hearing aids and other medical needs attended to.*
- *Unable to have dentist appointment due to restriction.*
- *My mother has deteriorated significantly during this time, she has a degenerative illness but due to this pandemic her condition has worsened more quickly and seriously than it would have.*
- *A speech therapist was suggested by a specialist but was not accepted to go into check if swallow improved regarding diet.*
- *My loved one has been without hearing aids for 9 months. When BarnDoc re-opened, they did not prioritise a care home visit and initially refused to post replacement hearing aids. These have just been received - last week in November.*



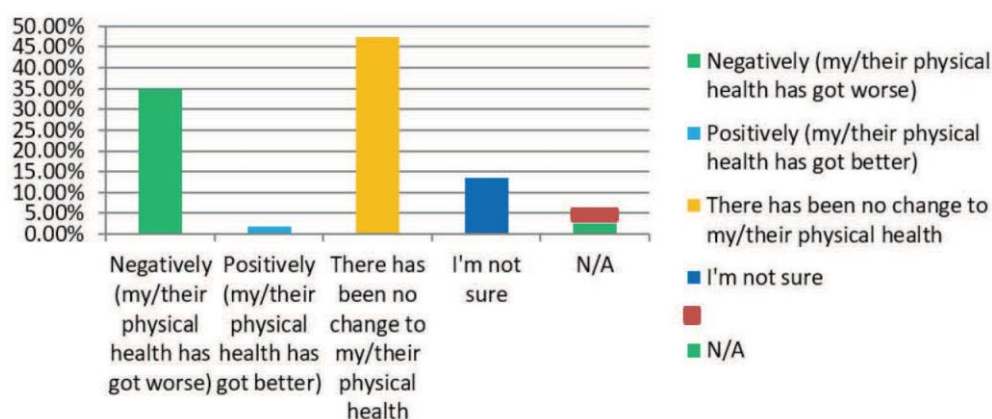
- *My mum was unable to have her swallow re-assessed, despite this being recommended by her consultant because the home would not let the speech therapist come in. The home offered a zoom meeting which the therapist refused as unsuitable.*
- *My father needs an assessment for his incontinence needs. We have been waiting for this since January*



**Fig. 6** The percentage of residents who had their access to healthcare services affected by the pandemic

## C. Physical Health

Almost half of the respondents stated that their physical health had not changed as a result of the pandemic, however, 35% of respondents stated that their physical health had become worst due to the pandemic as shown in figure 7.



**Fig. 7** The percentage of residents whose physical health had been affected due to the pandemic

Respondents commented on how residents' physical health has been affected:

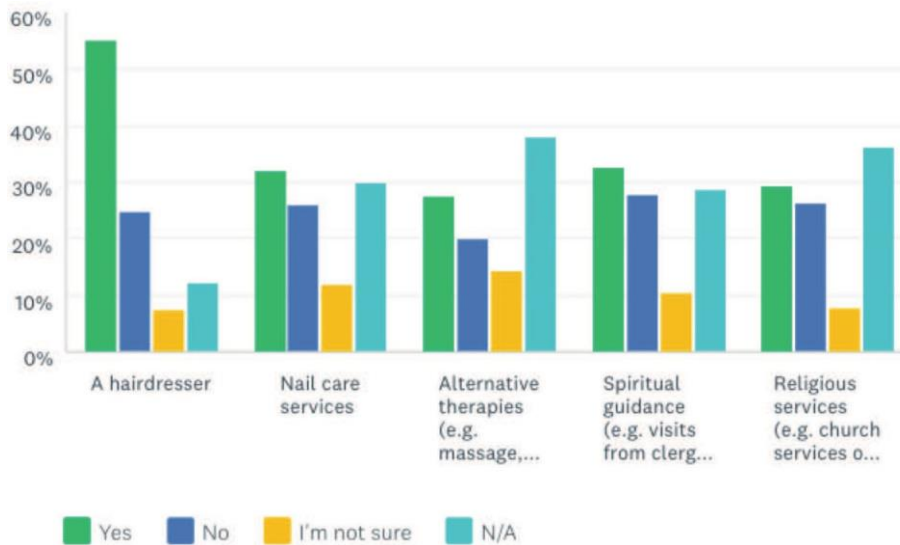
- *Dementia has worsened at a much faster pace than previously.*
- *Can't go out for group exercise and dance with trainers, difficult to go out for physical exercise. Not in the same physical condition as before the pandemic.*
- *She has deteriorated due to a lack of family visits eg. touch and conversation. She has also missed the social/enrichment facilities- activities previously organised by the care home.*
- *Unnecessary and extended isolation, lack of stimulation and interaction and further deterioration of condition as well as preventing relatives from seeing one another when it is definitely safe to do so.*
- *Mum had a severe stroke which affected her speech and cognition. The window visits have been difficult as she can't speak. Missing our close contact and losing weight.*

- I think it has been very difficult to know how my Mother's health is because she is unable to use a phone, and we have been unable to visit. Since the summer, we have been able to establish regular video calls, but she has to be supervised with the equipment. I'm certain that her physical care has been well managed, as she looks well, but things that affect her self-esteem, such as hair care have not been maintained. This matters to her. As a family, we have not been able to visit her since February, and it has made me deeply unhappy, because I have not been able to ensure that she is happy. She does not understand the position and keeps asking when we can visit. She is 92 and frail, with advanced Parkinson.*
- 

- My mum has not been able to see her husband who used to visit daily and spend afternoons with her. She knows what is going on and her anxiety has got worse and paranoia has also got worse. We hear from her that staff are uncaring and do not treat some of the residents with dignity. I would like to think it is paranoia but not being able to be there to see for myself I do wonder if there is any truth in what she is saying.*
-

## D. Wellbeing Activities

The pandemic has also affected various personal wellbeing activities as depicted in figure 8.



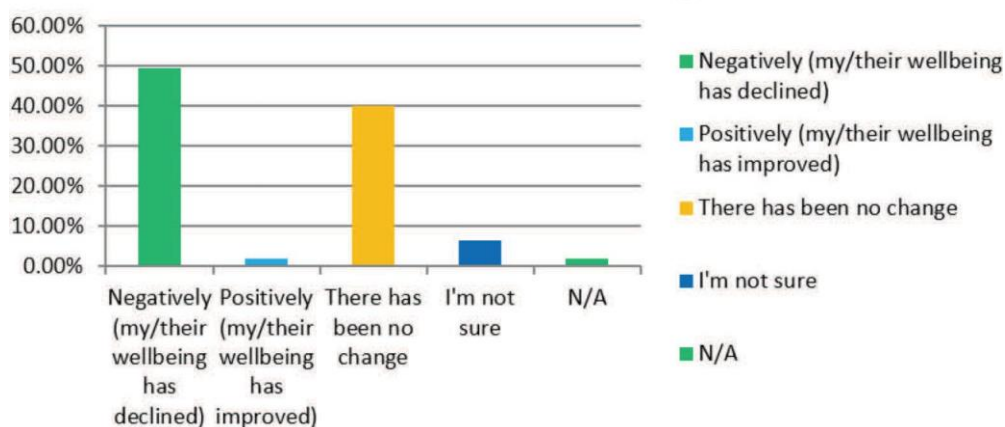
**Fig. 8** The percentage of respondents whose access to personal wellbeing services has been affected

Respondents commented on the how pandemic has affected wellbeing activities:

- *Volunteer-led activities had to cease causing further necessary social & personal interaction.*
- *The care home had a weekly timetable of social/enrichment/entertainment activities provided to the residents. These have all ceased during the pandemic causing immense boredom and deterioration with her condition.*
- *Having your hair and nails done gives a real “feel good” psychological boost. It’s a shame when these services are restricted.*
- *She has been feeling isolated and depressed as a result. One of the original drivers for moving into Sydmar Lodge was the regular entertainment, plus continuous activity from visitors dropping in. All of that has been sadly missing, causing loneliness and depression.*
- *Total disruption of her normal social activities including day services and regular coming home to family. Must be feeling confused.*

## E. Mental Health

Almost half of the respondents (figure 9) stated that their mental health had been adversely affected by the pandemic. This is concerning as care home residents also have restrictions for visits from loved ones and reduced access to healthcare services, therefore some may suffer without any help.



**Fig 9.** The percentage of residents whose mental health and wellbeing has been affected

Respondents commented on the how pandemic has affected mental health and wellbeing:

- *As I've said above she is living a much less social existence lacking any enrichment and I do believe her deterioration has been accelerated significantly during this time. However I am not blaming the care home, they have done their very best during this terrible time.*
- *She has worried more about small things, but as previously stated, the staff are being brilliant, reassuring and helping her. Because I cannot visit, I have not been able to spend time stimulating the resident's brain. A short socially distanced visit or a visit through a window is not really satisfactory. Resident thought he had "been abandoned".*
- *It is highly likely that the symptoms of my mother's dementia (loss of memory and mental capacity) have increased far more rapidly than they would have, had the pandemic not happened with the resulting lockdowns.*
- *At one stage, my mother said "I would rather catch the virus and die than be cooped up like this" – and she meant it!*

## F. In Person Visits

National lockdown guidelines have led to restrictions in visits to care homes from loved ones as shown in figure 10. Residents have expressed their desire for in-person visits with one respondent stating *“window visits are like going to see someone in prison”*. Visits from friends and family have a positive effect on residents and should therefore be accommodated providing that they comply with COVID-19 guidelines, now which allow one visitor.

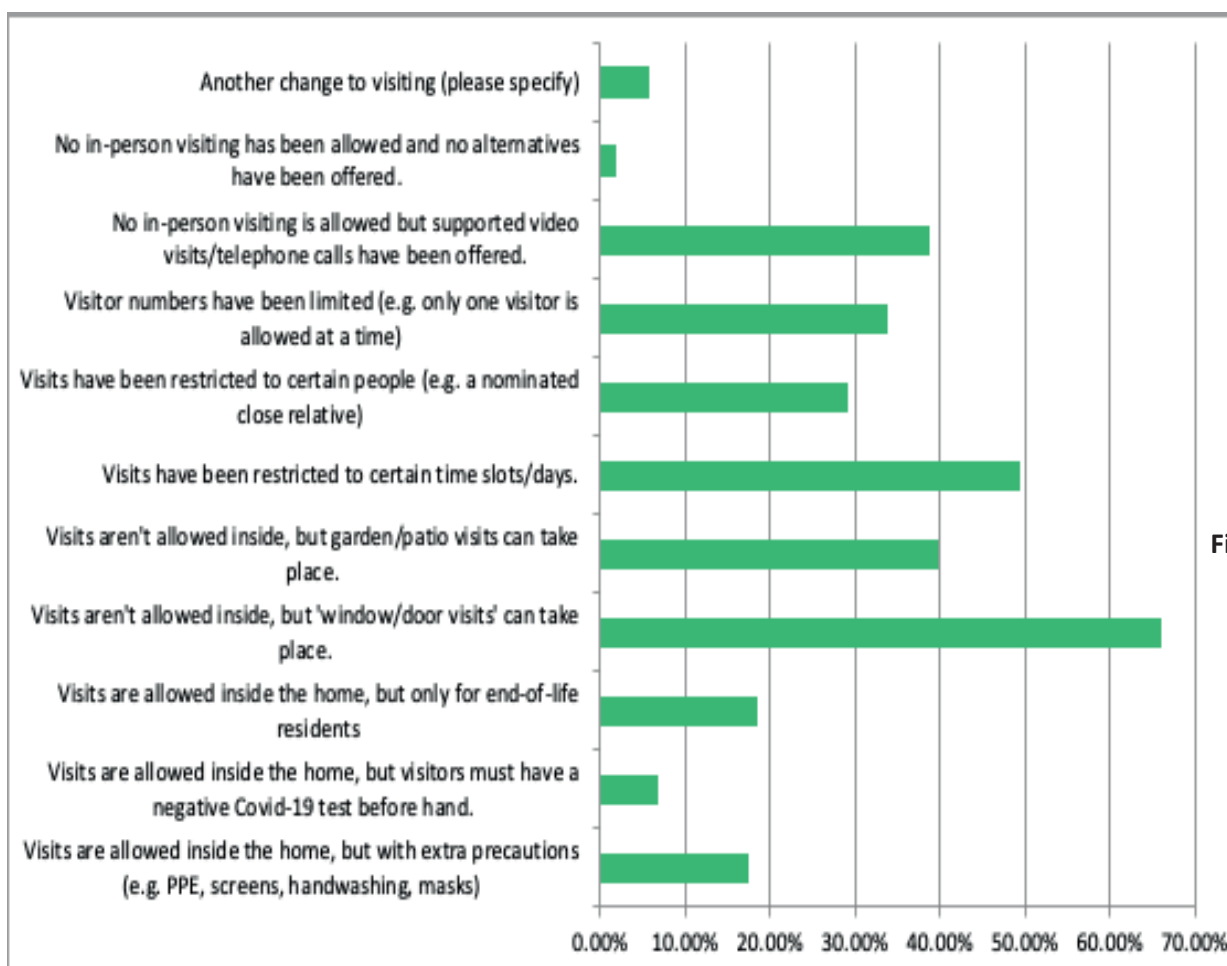


Fig 10.

Respondents commented on the different restrictions on visits:

- Initially garden visits were allowed once a week, then there was covid, so they were stopped. Then visits in a type of kiosk with a perspex screen were allowed but then a staff member had covid so these were stopped.
- Once a month visit for me and sister and dad once a week 20 mins at a time behind a glass that is double glazed from ceiling to floor talking through a telephone like prison
- This has varied between the 2 lockdowns. We do not want to visit but want to bring her home or out for a walk. The home was brilliant during the first lockdown, but since the second we have not even been able to take her out to the local park.

The restrictions in visits have meant that residents have had to communicate with loved ones using alternative methods as shown in figure 11.

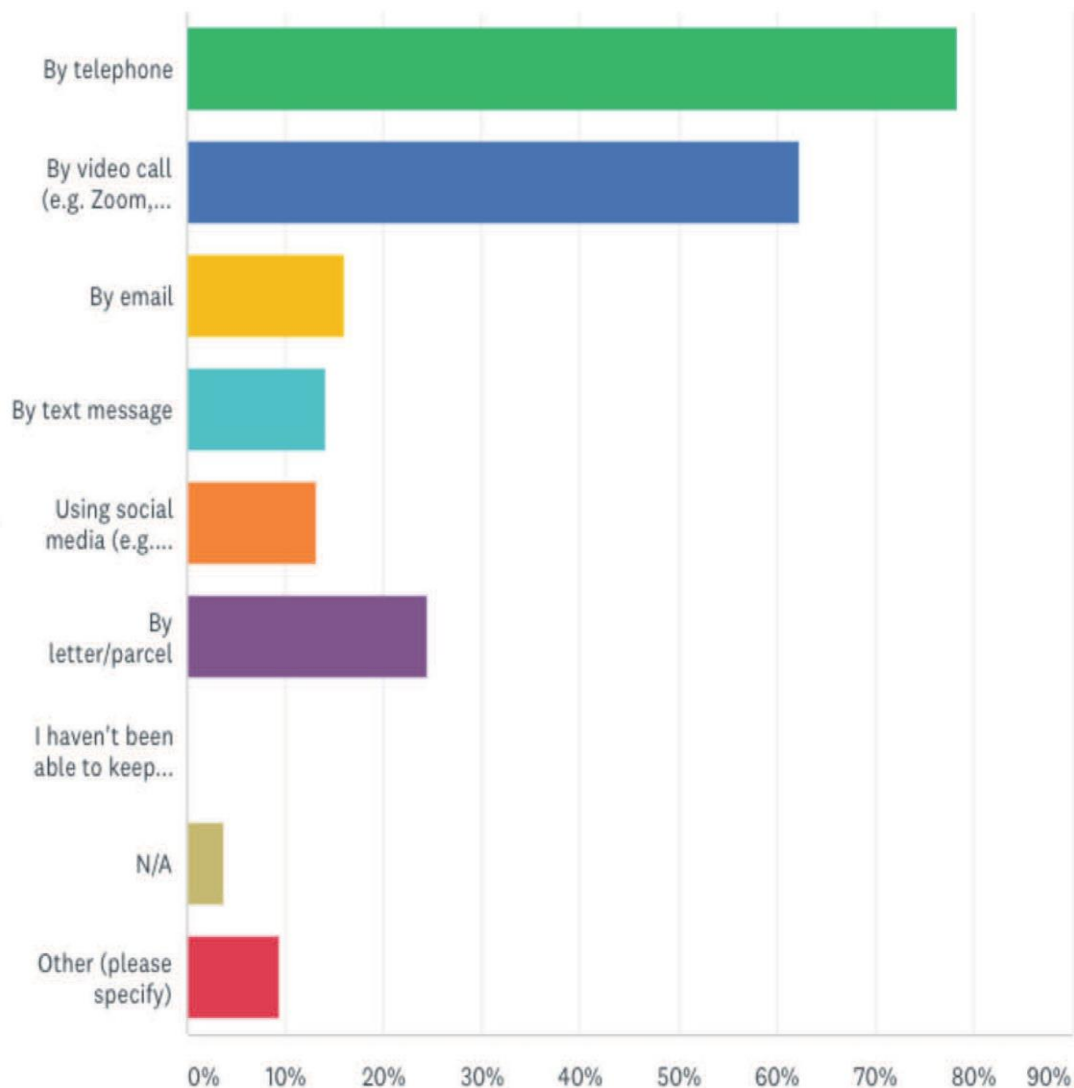


Fig 11.

However, respondents have raised issues with these alternative methods:

- *They [care homes] barely ever answer the phone and their communication skills are useless, and they are rude.*
- *My mum has a mobile phone I speak to her on. However when her anxiety was sky high because of being kept in her room she lost the ability to even answer or have a conversation on the phone. Once she was back with everyone she regained the ability and I now talk daily and she phones me too.*
- *My mum has lost her speech so facetime was the only feasible option. That said external contact through a closed window using my mobile linked to a phone on loudspeaker in the room is the only current option.*
- *Very few video calls— resident no longer able to engage properly. Pre-pandemic he was fine in this respect.*

## G. Views on Care Home Staff

We found residents overwhelmingly praised their care home staff and stated that the staff had been excellent in providing care during the pandemic. Below is some of the feedback:

- *I am very impressed with the care home and the care they have been providing - the food, personal care, religious services available. The personal cook here is very good and they take care of dietary needs, I can't have puddings so she's aware of that. The staff have helped me tremendously, taking care of laundry and other needs. It is a wonderful place to be.*
- *The staff at Otto Schiff have been under great stress and although my mother has deteriorated significantly over this time due to lack of enrichment and social interaction. I am fully comforted in the knowledge that her physical and medical needs have been fully met.*
- *Staff are very kind and supportive.*
- *The manager and senior staff keep us informed and we know them well.*
- *I'm very grateful for the support and care of the Manager and staff in this pandemic and in our isolation period. All the staff are lovely and caring.*
- *Staff are doing very well, staff are very supportive and take care of the residents, highly commended.*
- *I'm very happy with the treatment I am receiving. The staff have been marvelous and very kind.*
- *The staff & management have done everything they can to keep things normal during this pandemic.*
- *Sydmar Lodge have done an exceptionally good job of keeping residents and staff safe.*



## 4. Limitations

Healthwatch Barnet contacted 83 CQC-registered care homes within the London Borough of Barnet however, we did not receive responses from residents in all 83 care homes. Some care home managers expressed concern about gaining consent from residents and others stated that their residents had complex learning difficulties so were unable to participate in the survey. This explains why there is only one response from a resident in a specialist residential care home for people with learning difficulties. As a result of this, we have insufficient data to understand the experiences of Barnet residents in specialist care homes for learning difficulties.

Due to COVID-19 restrictions on visitors going into care homes, Healthwatch Barnet was unable to engage face-to-face with care home residents. This may have prevented us from obtaining further data as some residents may not have digital skills and would prefer speaking to someone in-person. Some residents also did not wish to speak to Healthwatch Barnet staff and volunteers via telephone.

COVID-19 guidance often changes in line with updates from scientists and data trends, therefore there are often changes in practices in care homes. We conducted this project from December 2020 - February 2021, and a third national lockdown started in January 2021. Furthermore, in March 2021 changes in the guidance on care home visiting, which now allows a single named visitor. Therefore the data may not be completely up-to-date in certain areas, such as testing and visits, whilst the project is being delivered and completed with national changes.

Healthwatch Barnet are unable to confirm which care homes are represented as 55 of the 129 respondents skipped this question. This leaves us uncertain as to which care homes did not circulate the survey to their residents, and family and friends.





## 5. Conclusion

Overall, respondents have praised the support from care home staff however there have been issues in accessing healthcare services including GP services, dentists and opticians. Also, the lack of data from specialist care homes in learning difficulties is concerning and further engagement is recommended to understand the experiences of residents in these care homes. Healthwatch Barnet will be sharing the findings from this report with our partners, the care home sector and the London Borough of Barnet care quality team.



## 6. Recommendations

- Facilitate regular visits for a single friend or loved one for each resident in line with the easing of visitation restrictions as of 8th March with appropriate PPE and testing.
- Improve physical, social, wellbeing activities and access to services, within the current COVID-19 guideline, to support the reduction of poor physical and mental health of residents.
- Review methods of communications with family and friend of residents to identify if better approaches can be used taking into account the views of residents and their family.
- Continue/start to hold staff team reflective practice to better understand things that are going well and areas where improvements are required, including the views of residents and their family, and work together with the local authority, the Care Quality Team and Barnet Public Health.



## 7. Acknowledgements

Healthwatch Barnet would like to thank all the residents, and their family and friends, who completed the survey and were willing to share feedback on their experiences with us. We would also like to thank the care home staff and management for engaging with us and supporting us in delivering the project. We would have not been able to complete this project without their support. Finally, we would also like to thank our volunteers who worked with Healthwatch Barnet in planning and delivering this project with their shared wealth of knowledge and experience: Stewart Block, Derrick Edgerton, Linda Jackson, Helena Pugh, Tina Stanton and Janice Tausig.



## 8. Appendices

### Appendix A: The care home survey for residents

Care Homes Survey for Residents, Relatives and Carers

About you...

Who are you filling out the survey for?

☐ Myself (I am a resident in a care home in Barnet)

☐ On behalf of a relative or friend who is living in a Barnet care home

☐ Someone else (please state)

What is the name of the care home you would like to tell us about? (If you do not wish to share this information please skip to the next question)

What type of care home would you like to tell us about..?

☐ A residential care home for older people

☐ A nursing care home

☐ A dual registered residential and nursing home

☐ A specialist residential care home for people with learning difficulties

☐ A specialist residential care home for people with physical and/or sensory difficulties

☐ A specialist residential care home for people with mental health difficulties

☐ Another type of care home (please specify)

Care Homes Survey for Residents, Relatives and Carers

Keeping residents safe during the Covid-19 pandemic

Has the care home provided you/your loved one with clear information about how to stay safe during the pandemic? (e.g. information on handwashing and social distancing)

☐ Yes

☐ No

☐ I'm not sure

☐ N/A

Has the care home provided you/your loved one with information about how they are keeping residents safe during the pandemic? (e.g. using personal protective equipment (PPE), limiting visiting etc.)

☐ Yes

☐ No

☐ I'm not sure

☐ N/A

Have you/your loved one home (living in the home) been offered Covid-19 testing?

☐ Yes

☐ No

☐ I'm not sure

☐ N/A

### Care Homes Survey for Residents, Relatives and Carers

#### Keeping residents safe during the pandemic

Please tell us how regularly these tests are offered/carried out?

- ☐ Daily
 ☐ Once a month  
☐ Once a week
 ☐ Less than once a month  
☐ Once every two weeks
 ☐ Only one test has been offered/carried out  
☐ Other (please specify)

As far as you are aware, have care home staff always used appropriate personal protective equipment (PPE) when providing care? (e.g. gloves, masks, face shields, aprons etc.)

- ☐ Yes  
☐ No  
☐ I'm not sure

### Care Homes Survey for Residents, Relatives and Carers

#### Access to healthcare during the Covid-19 pandemic

Has the pandemic affected your/your loved one's access to any of the following healthcare services...?

	Yes	No	I'm not sure	N/A
GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
District nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Optician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chiropodist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physiotherapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speech and language therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Another healthcare service (please state)

If yes, please tell what affect this had, if any, on you/your loved one's health...

Have you/your loved one been admitted to hospital during the pandemic?

- ☐ Yes
 ☐ No
 ☐ I'm not sure
 ☐ N/A

### Care Homes Survey for Residents, Relatives and Carers

#### Mental health and wellbeing during the pandemic

Has the pandemic affected you/your loved ones' access to any of the following personal wellbeing services/activities?

	Yes	No	I'm not sure	N/A
A hairdresser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nail care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alternative therapies (e.g. massage, aromatherapy, music therapy, pet therapy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiritual guidance (e.g. visits from clergy or a Rabbi or Imam)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious services (e.g. church services on a Sunday)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Another kind of wellbeing activity/service (please state)

If yes, please explain what affect, if any, this has had on you/your loved one's wellbeing.

Has the pandemic affected you/your loved one's access to activities in the care home? (e.g. arts and crafts/singing/visits from local schools)

- ☐ Yes
 ☐ No
 ☐ I don't know
 ☐ N/A

If yes, please tell us what has changed and how this has affected your/their wellbeing.

Have you/your loved one been informed about an outbreak of Covid-19 in the home at any point?

- ☐ Yes  
☐ No  
☐ I'm not sure  
☐ N/A

If yes, please tell us how this affected you/your loved one.

### Care Homes Survey for Residents, Relatives and Carers

#### Access to healthcare during the pandemic

Were you/your loved one tested for Covid-19 before being discharged back to the home?

- ☐ Yes  
☐ No  
☐ I'm not sure  
☐ N/A

Overall, how do you think the pandemic has impacted you/your loved ones' physical health?

- ☐ Negatively (my/their physical health has got worse)  
☐ Positively (my/their physical health has got better)  
☐ There has been no change to my/their physical health  
☐ I'm not sure  
☐ N/A

If the pandemic has affected your/their health negatively please explain how.

Has the pandemic affected you/your loved ones' access to activities in the community (e.g. going to a day centre/day trips, attending college, visiting friends/relatives in their home)

- ☐ Yes
 ☐ No
 ☐ I don't know
 ☐ N/A

If yes, please tell us what has changed and how this has affected your/their wellbeing.

Overall, how do you think the pandemic has affected you/your loved ones' mental health and wellbeing?

- ☐ Negatively (my/their wellbeing has declined)  
☐ Positively (my/their wellbeing has improved)  
☐ There has been no change  
☐ I'm not sure  
☐ N/A

If the pandemic has affected your/their mental wellbeing negatively, please explain how.

## Care Homes Survey for Residents, Relatives and Carers

### Visits from loved ones

We would like to know more about how visiting has been affected. Please tick all of the statements that apply.

- ☐ Visits **are** allowed **inside the home**, but with extra precautions (e.g. PPE, screens, handwashing, masks)
- ☐ Visits **are** allowed **inside the home**, but visitors must have a negative Covid-19 test before hand.
- ☐ Visits **are** allowed **inside the home**, but only for end-of-life residents
- ☐ Visits **aren't** allowed **inside**, but 'window/door visits' can take place.
- ☐ Visits **aren't** allowed **inside**, but garden/patio visits can take place.
- ☐ Visits have been restricted to certain time slots/days.
- ☐ Visits have been restricted to certain people (e.g. a nominated close relative)
- ☐ Visitor numbers have been limited (e.g. only one visitor is allowed at a time)
- ☐ **No in-person visiting is allowed** but supported video visits/telephone calls have been offered.
- ☐ **No in-person visiting has been allowed** and no alternatives have been offered.
- ☐ Another change to visiting (please specify)

## Care Homes Survey for Residents, Relatives and Carers

### Visits from loved ones

What reason were you given for not being allowed to have in-person visits with your loved one?

## Care Homes Survey for Residents, Relatives and Carers

### Visits from loved ones

Were you or your visitors provided with any of the following PPE during in-person visits?

- |   |  |
|---|--|
| <input type="checkbox"/> A mask                 | <input type="checkbox"/> An apron          |
| <input type="checkbox"/> A face shield          | <input type="checkbox"/> Screens           |
| <input type="checkbox"/> Gloves                 | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Hand sanitiser         |  |
| <input type="checkbox"/> Other (please specify) |  |

## Care Homes Survey for Residents, Relatives and Carers

### Keeping in contact with loved ones

What other ways have you been keeping in touch with your loved one(s) during the pandemic?

- ☐ By telephone
- ☐ By video call (e.g. Zoom, Skype, Facetime, WhatsApp)
- ☐ By email
- ☐ By text message
- ☐ Using social media (e.g. Facebook, Twitter)
- ☐ By letter/parcel
- ☐ I haven't been able to keep in touch
- ☐ N/A
- ☐ Other (please specify)

Have you or your loved one been given a named staff member to help you stay in contact during the pandemic?

- ☐ Yes ☐ No ☐ I'm not sure

Is there anything else you would like to tell us about visiting...?

## Care Homes Survey for Residents, Relatives and Carers

### And finally...

If there was one thing that the care home could do differently to support you/your loved ones during this time, what would it be?

Is there anything else you would like to tell us about your experiences of care homes during the pandemic?



## Appendix B: Table of all 83 CQC-registered care homes contacted

Abbey Healthcare- Aarandale Manor	Abbey Ravenscroft Park Nursing Home	Acacia Lodge	Appletree Court Care Home
Apthorp Care Centre	Ashfield Residential Care Home	Ashton Lodge Care Home	Athenaeum Residential Care Home
Autus Court	Baxendale Care Home	Baytree Lodge	Cantelowes House Care Home
Caretech Community  42 Russell Lane	Caretech Community  88 Park Road	Carlton Court Care Home	Catherine Lodge
Cedar House	Clore Manor	Clovelly House Residential Home	Colin Garden Lodge
Dell Field Court	Dimensions 27 Sampson Avenue	Dimensions 4 Matlock Close	Dimensions 5-6 Duchess Close
Dr French Memorial Home	Eastside House	Elm Park Lodge	Elmhurst Residential Home
Elmstead House	Fairford Court	Fernbank Nursing Home	Foxlands House
Friary Lodge	Friern Residential Care Home	Glasson House	Glenholme Healthcare Limited
Grace House	Hadley Lawns Care Home	Heathgrove Lodge Care Home	Henry Nihill House
Hilton Lodge	Hoffmann Foundation	Jack Gardner House	Kemble House
Kenwood Care Home	Kun Mor and George Kiss Home	Lady Sarah Cohen House	Lansdowne Care Home
Limes Residential Care Home	Livability Brookside House	Lyndhurst	Magnolia Court
Meadowside Care Home	Meridan House	Nazareth House - East Finchley	Norwood - 159a Station Road
Norwood - 55 Edgeworth Crescent	Oakleigh House	Oakleigh Park Care Home	Olive House
Otto Schiff	Roland Residential Care	Roseacres	Rosetrees
SENSE - Hyde Close Flats	Service to the Aged	Sherrick House	Sonesta Nursing Home
St Christopher's House	Sunridge Court	Sydmar Lodge	The Arkley Care Home
The Cedar Gardens Care	The Grange Residential Care Home	The Lavenders	Trinity House
Trinity House Annexe	Two Rivers Care Home	Valley Way Respite Service	Waisingham Support -
Willow Care Homes	Woodfield House	Zinia House	