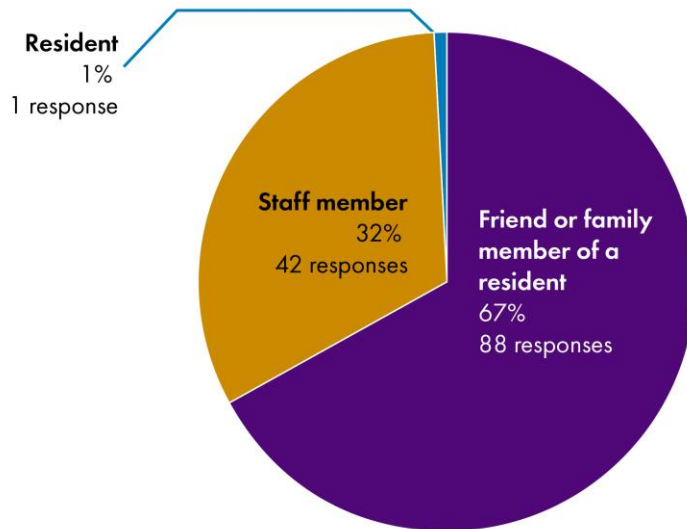


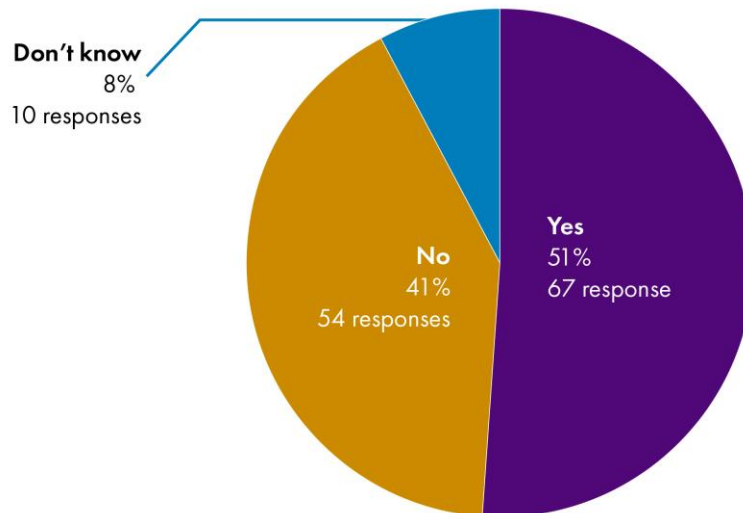
## COVID19 Care Home Inquiry Responses from Public Staff and Relatives

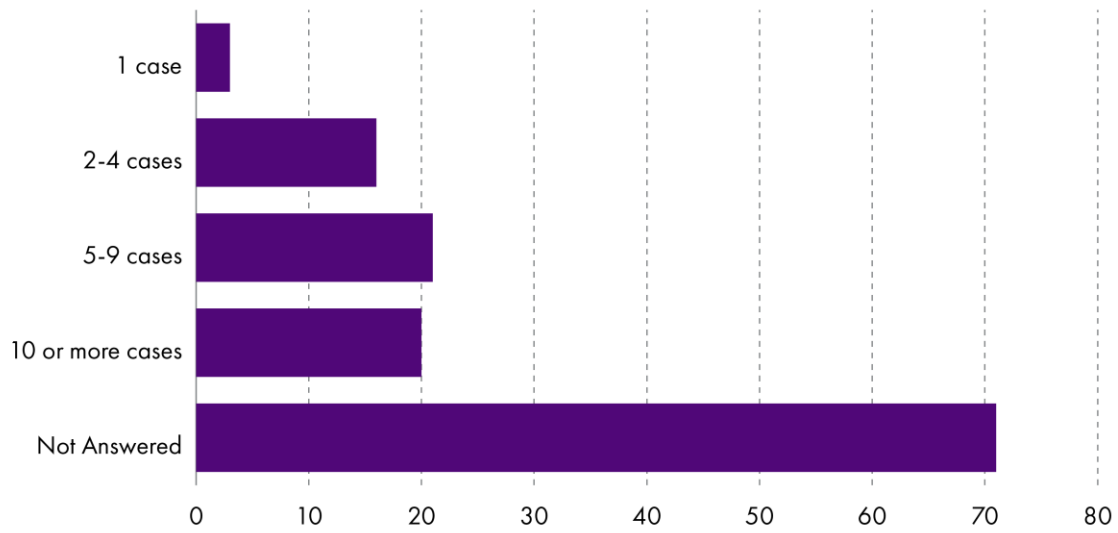
(all responses have been anonymised and personal or identifiable information redacted)

### What is your connection to the care home?

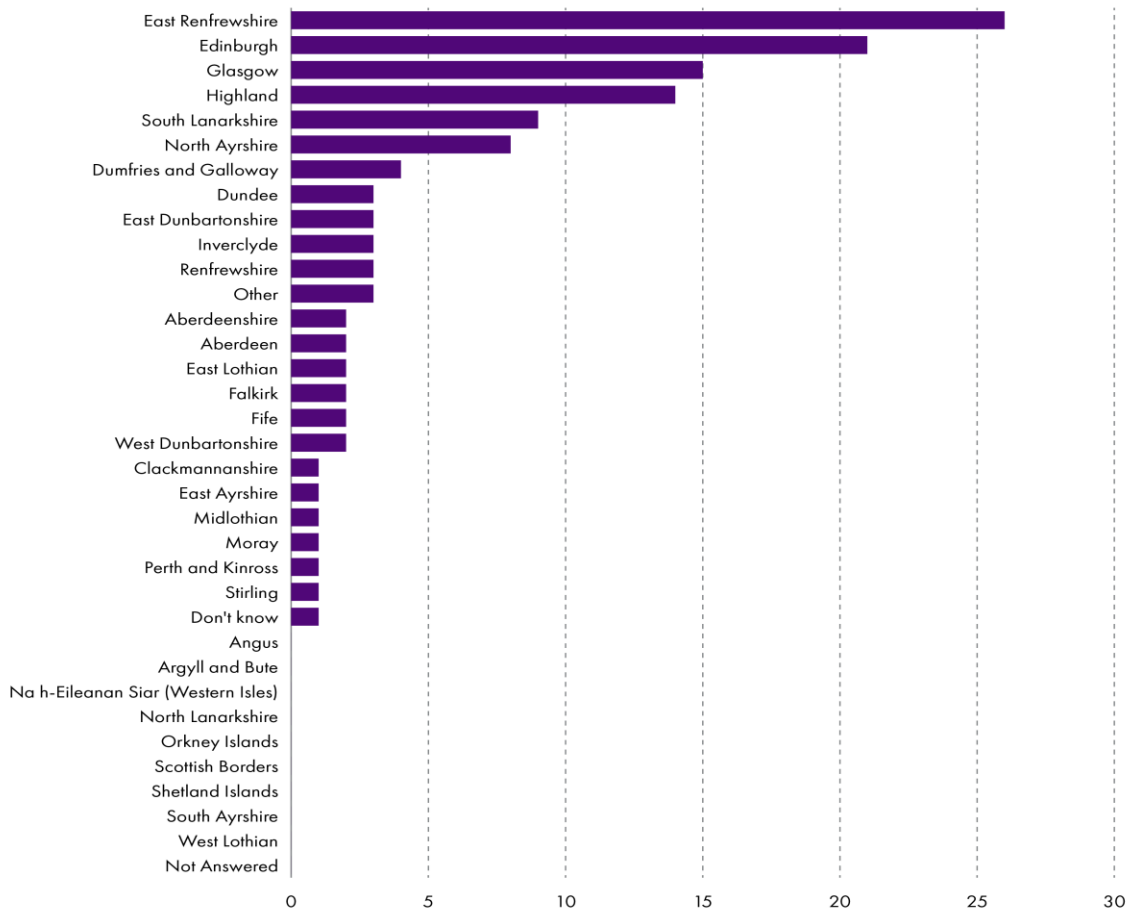


### Have you had cases of COVID-19 in the care home?

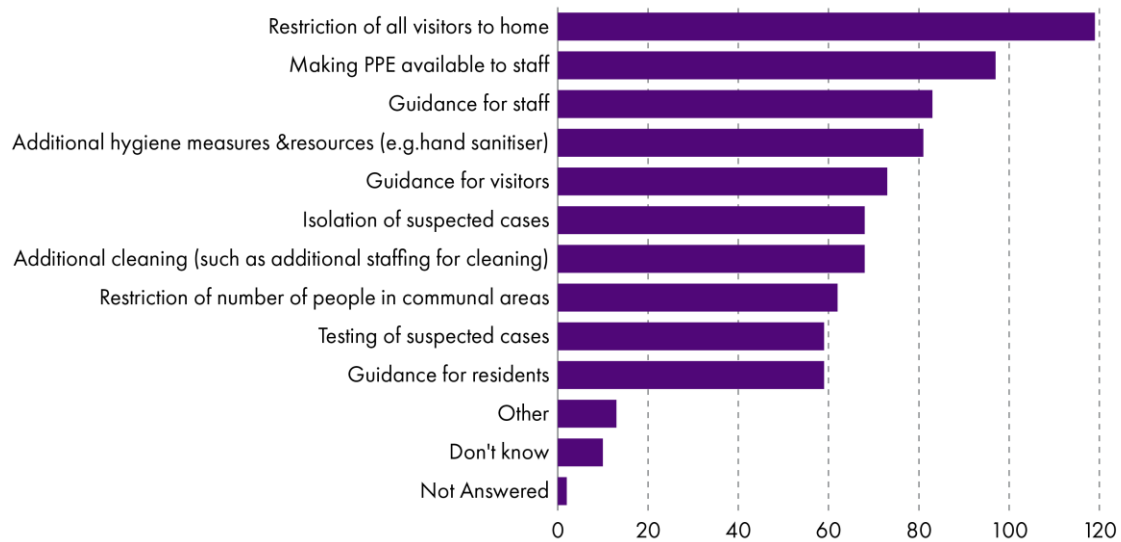




### Where is the care home located



## What measures have been put in place to protect residents?



**If you answered 'Other' please specify briefly (max 10 words) in the box provided**

There were 21 responses to this part of the question.

The measures were very slow to be put in place closed first then had first case in 3 weeks later
Telling staff to stay quiet about number of cases.
I don't know if they have any cases of the virus.
Total ban on relatives visiting since 13th March apart from end of life care
Cohorting of positive cases with dementia
Full company policy including RAG rating introduced
Additional training for all staff
Additional training, support ZOOM calls for staff, recruiting bank staff
Isolation and testing for residents returning from hospital
Don't know about points 1, 2 or 6

May be doing others of which I'm unaware
Staff taking temperature before entering building
No folk allowed in except staff. No hairdressers etc
I don't know all the measures that are in place but do know about the ones I've specified
Staff uniforms laundered in the care home and they can't take them home. Clean all deliveries & mail
Don't know what other restrictions are in place
Closed to new admissions. Minimised agency staff.
Practices implemented too late
I know that the above have taken place as I've been informed. I'm sure other procedures have been put in place, but I haven't been told what they are.
As I have been unable to visit I am not sure about the position on testing or restrictions in communal area

### How confident are you in the measures being taken to protect residents?

Option	Total	Percent
1 - Not at all confident	7	5.34%
2 - Not very confident	11	8.40%
3 - Neither confident, or not confident	5	3.82%
4 - Fairly confident	35	26.72%
5 - Very confident	69	52.67%
6 - Don't Know	4	3.05%
Not Answered	0	0%

### How confident are you in the measures being taken to protect staff?

Option	Total	Percent
1 - Not at all confident	6	4.58%
2 - Not very confident	9	6.87%
3 - Neither confident, or not confident	8	6.11%
4 - Fairly confident	35	26.72%
5 - Very confident	56	42.75%

<b>6 - Don't Know</b>	17	12.98%
<b>Not Answered</b>	0	0%

**Finally, is there anything you would like to say about how your care setting has prepared for and managed the care of residents during the pandemic?**

There were 117 responses to this part of the question. Responses are provided below with any identifying information removed to protect anonymity.

Despite all the negativity in press, myself and my wonderful colleagues have been exemplary in the care we continue to provide on a daily basis to our residents. Management have prepared sufficiently for this outbreak by providing sufficient PPE and hand sanitiser. We have took as a precautionary measure to self-isolate all residents to their own bedrooms to dramatically reduce risk of infection, unfortunately we have had deaths which are not confirmed but suspected COVID-19 deaths.

Poor response from management, only received face shields yesterday. Alleged cases in other unit hidden from staff. Only two masks per staff member per day. No furlough pay for staff suspected or confirmed.

Staff continue to be moved to other units increasing the chance of spreading the virus amongst residents and staff.

I work in a dementia unit where residents wander throughout the day every day. I would like to know how we can isolate these people? We isolate where we can and have even asked infected residents who wander to wear gloves with some effect. Some of the residents get anxious, scared and worse some get violent toward staff. I don't know what the cabinet secretary said on the 13th March but certainly has never addressed these issues. We are doing our best, we are scared too, therefore we don't appreciate being the scapegoats because that is how it is coming across. Why don't you investigate why GP'S were dishing out DNAR'S like sweets? I have been very impressed with your handling of all of this, but I am not prepared to take the blame

There has been no communication between care home and family members we have heard of problems in the public domain and not privately. We have not been kept abreast of further out breaks .... we are now on outbreak 3. My Mum has been in her room the size of a large bathroom 24 /7 for three weeks and counting with the ability to walk 4 steps in any one direction despite a door to the garden where she could walk and get some fresh air keep and keep social distancing this has been denied - even prisoners get one hour's fresh air per day. The food has gone downhill I am now providing 3/4 meals per week, so she has some good nutrition - a dry roll and one slice of cold bacon is not a meal. Her room has not been vacuumed since lock down .... that's 7 weeks. After three weeks of asking the senior to

please cut her nails as her feet were painful it was only the intervention of their inspector that got the foot care take care of - her care plan states that foot care must be every three weeks. The care home have provided no stimulation at all for the residents it has taken me 5 weeks of asking if a piper could come and play for everyone outside the home .... I got that permission today. They are getting younger and younger staff on board and there have been more than a few deaths .... There have been no managers in head office or at the home at any time and they are not reachable since the beginning of March .... there is now an acting manager who is also the senior and who is trying her best but who can do two jobs at a time like this. There have been no photos of our loved ones for us to see since Easter and my Mums unit is behind a fence no provision is in place for us to wave through a window and put a smile in place :(

I was not back in the Care Home although I did phone every other day and spoke to resident or supervisor. I did not question what they were doing as I assumed they were coping.

Care is excellent, but everyone is scared and unsure of what to do. Advice is given but it's all different each time and no one is sure what to believe. The stress on staff and residents is at an all-time high.

Its staff that has been tested positive for covid 19 myself included before testing positive I was told it was my call whether to come into work by manager and if I did go into I would have spread covid 19 as I was tested positive 2 days later

Was a very poor start, management seemed to hide their heads in the sand. Only after I made numerous written complaints and spoke to care inspectorate did things change. Much better communication from the home but it is so difficult to keep people with dementia separate. My mum was very ill with covid and I have been allowed to visit using PPE but her social skills have got so much worse, her anxiety and panic attacks have increased, I feel that at least one named relative should be allowed to visit a relative with dementia to help ease their confusion, after all a care home is their HOME not a clinic or hospital. They should not be treated like prisoners. We need to know when care homes will be allowed visitors again. Try telling an elderly patient with dementia why they can't see the grandchildren they helped raise and even the dog that gives them so much comfort, it is heart-breaking.

Totally unprepared. Staff told to lie about number of cases in building. Twisting words and sticking head in the sand pretending that it's not in their care home Care home management lying to their own staff. Families being lied to about health of their own family members. Lack of proper communication with affected members family. Just a down right shambles at the Care Home that management could of avoided if they cared about the families interests rather than their bottom line/profits.

As far as I can see the care home did everything it could to stop Coronavirus, but it didn't make any difference My Dad died of the virus regardless of all precautions taken We need care homes brought into the control of Scottish parliament and local councils as they need to be treated as extensions of local hospitals

They use a hand-held phone to take to residents which could have the virus on it and come to work on buses and so could get it on a bus. Only recently did they seem to get masks, but I thought that since my Partner's room is costing £6,000 a month that the Home would have immediately bought PPE. If not allowing people into Nursing and care homes and hospitals goes on for very much longer I think the mental health of both the relatives and loved one in a Nursing Home will be very seriously affected. I wonder if I would be allowed in if I were allowed to have PPE since not seeing my Partner for 6 weeks now is causing me severe depression and I cry a lot of the time about it and am worried he could die if the lockdown for vulnerable people goes on much longer since he has Parkinson's and dementia and there is a constant risk of him choking. He has said on the phone he misses me since I used to go every day to see him. I phone him every day, but he is hardly able to speak now and often he loudly crunches his teeth as if he is in a state of immense distress at being in the Nursing Home. Dentist and doctor say that loud crunching of teeth either the Parkinson's drug or else it is stress of being in the Nursing Home. Parkinson's drug has been reduced but sometimes when I phone all I hear is very loud tooth crunching which brings me to tears since it is so heart breaking. My Partner is in his room. (The doctor) long before the lockdown said I had grief over him and now that I cannot get into the Nursing Home to see him I am worried I may never see him again and he sounds weak when I phone him although he is only able to say a few words. I think it is vital that a way is found of allowing people to visit their relatives in Nursing and care homes otherwise many of them will be dead not necessarily from the virus but from other conditions they already had. Not being allowed in to see someone you love is "mental torture". I wonder if we could please be allowed into see our loved ones in care homes and Nursing Homes if we wear the PPE since I am deeply distressed to think I may never see my Partner again although he does not have the virus but every day is precious and I miss him so much since I used to go and visit him every day and not being allowed to visit him every day is "mental torture" for me.

My mother is very ill at the moment. Impossible to get GP visit, only consultation by phone. Apparently, the home just received test kits yesterday. My mother has been tested and we now await results.

We have always followed HPS Guidance but in my opinion, we should have learned from other countries and HPS guidance has been retrospective. Information and advice on caring for suspected covid-19 with those living with dementia has been and is still lacking.

The company I work for have excelled in preparation for this pandemic!

Our area and home managers have supported and kept everyone safe by working as a team and for caring about our residents and staff! Unlike the Scottish government who in my opinion didn't care less about us in care homes! Only preparation they achieved was to ensure all residents had advanced care plans in place which state 'no hospital treatment' which they left us mere 'care staff' at danger with a limited supply of PPE (provided by employer) due the government re-directing supplies to the NHS! Live covid with no medical intervention, I'll leave it there!

There was no support from our government at all! We beat the fight (for now) against covid 19 down to experience working with viruses, team work and support from my caring employers. Yes, now scot gov have everything in place for care homes testing for everyone but again in my opinion this is 8 weeks too late for my care home! You should hang your heads in shame for treating our older generation like this! No one deserves a death like we witnessed due to 'suspected covid 19 no one.

They have been excellent so far

Small care home well laid out for isolating and social distancing. Very reliable cohort of permanent staff on days and nights.

My mum was admitted to the care home from hospital in late Feb 20. On 12 March, care home called a relative's meeting and home went in to "lockdown" next day so last saw mum alive on 12 March. Home owner gave detailed account of measures being taken re CV 19; seemed thorough. Subsequently they had hip fracture back in to hospital, released back to home in April and died 10 days later (not CV 19). Given the circumstances, I cannot offer any detailed comment on how the home has dealt with CV 19 or whether there are any cases arising since April. My general impression is that the home was "ahead of the game" on 12 March and pro-active. However, I don't have any detailed/up to date data on which to make any further informed comment. On a personal level, I am somewhat relieved that my mum's suffering (dementia & blindness) is over and that she did not die from CV 19 (I got a chance to see her when she had died). The overall impact of CV 19 on care homes and care at home, will I believe, be viewed historically as one of the most tragic episodes in recent Scottish public health policy. Some deaths were inevitable; some were preventable if the Scottish Government and Parliament had taken a more proactive and earlier interest in the Scottish care sector. I would urge all politicians on the HSC to commit 100% to an impartial and full inquiry of this matter, leaving aside all normal party political and personal allegiances. Any individual politician who is unable to do so should, I would submit, in all conscience, resign from the Committee. I also believe that a full public inquiry is required. Most relatives who have loved ones in care homes already carry a massive burden of guilt;



this emotional burden will now be exponentially intensified by what has happened. Whilst most care home residents are on the pathway to death; nobody should feel that placing a loved one in a care home is a potential death sentence. So, please, for their sake, make your inquiry a meaningful one that will help prevent such a tragedy re-occurring.

Early lockdown & Total ban on visiting very distressing especially for mum suffering from dementia but still aware, initially frightened when staff later started wearing masks but appreciated reasons for use, however Covid is in the care home on week 7, after 6 long weeks anyway. That suggests to me that not enough was done early on to prevent transmission and earlier testing and good PPE could have helped across all care homes. Lack of timely info for relatives and feeling helpless, not knowing what was happening apart from very brief phone call or 2. I feel that the situation was difficult for everyone but now relatives urgently need to be involved in conversations re proactive communication with loved ones. I purchased a tablet with video link and mobile phone but feel stressed having to ask busy staff to assist loved one to use it. When it works it is a massively important life line for us and in the near future I have asked the manager if relatives can put forward ideas for protected time visiting with one designated visitor only, and social distancing measures perhaps restricted to garden areas even for 15 minutes or so a couple of times a week to check in with our loved one as their time is already shortened by their illness. 🙏🙏. Thank you

Laundry of uniforms done on site.

We were proactive very quickly.  
Staff worked in 1 area only, but now carers and nurses work in different areas.

Still waiting for all staff to be tested  
Clearly residents picked covid up from staff as visitor's were stopped at a reasonable time.

Family haven't been given enough information on what the home is doing to contain the spread & how many actually people have tested positive & deaths

The Home went into lockdown one week prior to the UK going into lockdown which I believe has protected all our residents. The 1 positive case is an emergency respite resident who has been with us less than a fortnight and as such may have brought the virus into the Home on admission.

It is very difficult to isolate all positive cases due to dementia, high falls risk of some residents and layout of building. We had no time to recruit extra domestic staff for extra cleaning shifts. We had managed to get a very small supply of masks before the virus but did not have enough for all staff to wear every shift and could not get access to more until we had suspected cases by which time the damage was done. I don't feel we were prepared

for the virus across the sector, and the focus was on preparing the NHS which I totally understand but I feel that not enough consideration was given to how this would spread throughout care homes by the experts affecting residents, staff and their families. Care homes affected early had no time to prepare and asymptomatic staff and residents were able to spread the infection. We were looking for coughs and high temperatures, but a variety of symptoms have been found that did not fall into testing criteria. I believe that all staff would have needed access to masks from middle of March to minimise risk of passing on virus, but the supply was not there. We tried and failed to buy masks from the end of February

Bought an iPad so residents could face time family.  
I did infection control training for all staff

Within this setting the allocation of 1 face mask per staff member per shift concerns me while working with covid positive and suspected patients, additionally them keeping of PPE equipment such as face shields in the resident's rooms and washing with soapy water between use. There for more than one person is using the same face shield.

Care home staff across the whole business have stepped up to meet the various challenges faced on a daily basis by the Covid19 pandemic. A team was established very early on to deal with dissemination of government guidance, source appropriate PPE and support staff at a very difficult time.

The company that own this care home have been exceptional in the provision of PPE, incentives for staff working on the front line, and making sure that we have all the up to date guidance as and when this changes. They have managed recruitment for us to take the pressure off I cannot praise them enough

We made the decision to close the home to visitors prior to lockdown excluding any end of life residents. We feel that this has played a huge role in the fact that we remain COVID-19 free in relation to both residents and staff. Our Senior Management Team have been incredibly proactive and supportive which has also provided us with all required information/legislation/guidance adapting an open-door policy at all times which has been crucial during these difficult times.

I would like Jeane Freeman to issue guidelines on how to isolate residents with cognitive impairments. These residents do not understand the current situation and therefore staff are finding this situation very stressful as we are unable to isolate from fellow residents. Once again care homes are getting blame put on them for not following guidelines.

At the start of this pandemic patients were being transferred from hospital to care homes to reduce capacity in hospitals, without being tested for covid-19.

I feel we as a provider went into lock down as soon as we could, and good communication to families and relatives has provided reassurance. Staff have plenty of PPE supplied, and have been sent for testing if symptoms are present and self-isolating. Self-isolation of residents when possible has been a benefit also.

company wide we have been well prepared, and it has been an "all hands-on deck approach" most of the support has come from the business itself rather than external agencies. being open and honest with staff has ensured high levels and compliance and confidence that the situation has been managed at home level. keeping relatives and external agencies update has prevented any complaints due to uncertainty and worry at this difficult time.

We locked down before it was required and have been incredibly well prepared at all levels of the business.

We have worked well together at a senior level and although very difficult have reviewed changes in guidance daily and implemented the same.

The company have been very supportive and have had support staff sourcing PPE, issuing guidance etc to relieve pressure from home staff

The management team have kept us informed at all times. We have guidance on PPE as well as cleaning procedures. We have never ran out of PPE as the company are ensuring we do not run out. We keep in touch with residents' families by using all sorts of methods. We use skype, zoom and facetime. We have been sending photos and messages also. The residents are being very well looked after and we do our best to keep them safe as well as occupied for their mental well-being.

Testing was not carried out as quickly as it could have been especially during first suspected cases. Lack of access to sufficient PPE due to high demand lead to staff falling ill, and other units and agency staff often refused to come into the unit due to COVID-19 status making it a stressful working environment at times

Planning, communication, interpretation of guidance and provision of equipment as well as support for all

My husband of 43 years died at the care home in August 2018. Dementia. I am lost without him - he is and was my soul mate. His care was good, but I am so glad he didn't have to experience Covid-19 at the home. That is such an awful and heart-breaking thing to say. I cannot express my sorrow...

Great care has been given to the residents, but I think the occasional letter with an update on e.g. Will the relatives be able to go into the garden to see the residents when there is an easing of the lockdown, would be welcome.

Regularly updated guidance on PPE was given in a timely manner, visitors were not allowed into the home from an early stage.

Care Home sourced additional PPE at the start of the outbreak for staff and created clear guidelines for use of PPE and stock check. The company introduced its own measures like assessing residents at risk and using red, amber & green system (red - residents with confirmed cases or possible COVID 19 - full PPE must be used). Company stopped non-essential visits even before lockdown was announced. Additional cleaning procedures were introduced with clear guidelines and cleaning products were sourced - despite costs. Staff commitment was appreciated by pay rise (despite economical impact) and to encourage staff working during the pandemic, company is paying 5% more for all hours worked in the care home during COVID 19 - never mind government recognition for hard work.

Lack of preparation for a pandemic - health protection Scotland should have, with the care commission, prepared detailed plans for how to respond to a pandemic rather than the 'make it up as we go along' procedure now adopted.

The home responded quickly during week 1 with its own measures to close to visitors and isolate residents in their own rooms, but staff only started wearing paper facemasks around week 6 of lockdown, which concerns me. Access to test kits is limited in my opinion - a singular test will be issued on an individual case by case basis from a local doctor's surgery (this has only started in the last week), but doesn't take in to account that surely staff who have been working with the infected resident should be tested, and indeed other residents with whom they have been in close contact. I do not feel that level of testing is sufficient to prevent further spread, as clearly there has been a lot of spread with so many deaths to date in this care home.

It was identified and contained quite quickly as the manager ensured all staff were made aware and all posters with infection control measures and PPE were put up as soon as identified and explanation given in handovers I do think staff and all residents should be tested whether they have symptoms or not in work, as for myself I don't have a car nor any friends or family in local area so getting to testing facilities is not going to be easy if I present symptoms I think virus support for staff should be put in place as it can be stressful the usual routine is being delayed by the time you put PPE on and off and time to wash hands the routine is being knocked out of sync so I think this is something which needs to be identified that there has to be a new routine to cope with this new situation so to catch up with today's society and today's society ways as this could be going to be going for a while yet and to ensure even if the virus calms down that infection control information is still

<p>upheld to prevent second flow of virus till one day this virus disappears and plenty of PPE is available for if another case arises in the future</p>
<p>The care has been 1st class. Every precaution against the pandemic has been taken.</p>
<p>We follow the guidelines from external agencies and our own organisation. We try to remain as positive as possible within the service, to try and minimise the impact of not seeing their families. Finally, management have daily updates to keep staff informed.</p>
<p>In my view they've been exemplary. I really can't fault them. They're undertaking a wide range of activities to keep the residents engaged and have been excellent at keeping us, the relatives, informed about what's going on. Top marks</p>
<p>The staff are all fantastic and have kept the relatives up to date with the health of the residents and staff. They really have gone above and beyond</p>
<p>Excellent care and prevention If only others had followed!</p>
<p>The staff have done a great job looking after the Residents in the Care Home. All staff have done more than their duty to ensure everyone is safe and cared for. We also receive updates and photos of our relatives to put our minds at ease.</p>
<p>Set up a what's app group to keep family informed</p>
<p>Cannot speak highly of all the care workers in looking after the residents before and during this pandemic.</p>
<p>Hopefully staff are wearing protective gear and protecting the residents from any outside connection which has the virus.</p>
<p>All staff have been fantastic</p>
<p>Manager and staff doing a brilliant job in caring for residents in this challenging time. We have "window" visits with our Mother - staff have rearranged her room to make this easier as she is confined to bed.</p>
<p>The home have to our knowledge had no cases, this is remarkable. The home have kept us informed when required and utilised 'WhatsApp' to provide helpful updates. We are happy with the care they have delivered under difficult circumstances.</p>
<p>As a relative of a resident i feel the care home has kept us updated at every stage of the outbreak. They phoned to let us know what was happening before lockdown began and explained the procedures that were being implemented. Encouraged us to phone at any</p>

time to have reassurance over our loved ones. Nothing is too much trouble for them even in these difficult times.

Went into lockdown early which was very sensible. Have set up WhatsApp group to keep us informed and have gone above and beyond. Cannot say how grateful we are.

Wonderful care, staff working so hard to protect our relatives keeping them happy healthy & engaged, so appreciated.

They have done an amazing job keeping residents safe without making them fearful. Not easy when they have Dementia. They are very patient with family when we phone to arrange video calls or the occasional meeting through a window. We get regular updates on what is happening, and I feel confident that they are doing all they can to keep my dad safe from the Corona virus. They also put regular videos of activities on the WhatsApp group which is a great source of joy to see dad happy

Staff doing great job protecting our relatives...sending us videos with updates. Well done all xx

The staff at the Care home have been exceptional. The care they provide is excellent.

The Care home has gone out their way to ensure families have been kept up to date on what is going on and keeping us updated of the welfare of the residents. My dad is a resident in the care home and my mind has been put at rest with the great communication on both what they are doing to protect the staff and residents but also to see my dad very happy and content.

As the family of a resident with advanced dementia we are confident that the management and staff are working hard to ensure residents continue to receive person centred care at this time, whilst addressing infection prevention and control- something that must be very challenging with residents with dementia. The home have established good channels of communication with families and have informed us of their protocol if there is a suspected or confirmed case of Covid. A relatives WhatsApp group gives updates on the goings on in the home and allows families to see their loved ones.  
The staff are working incredibly hard to care for our families and we can't thank them enough.

They locked down early despite the Government thinking otherwise. The government decided to protect the healthy first - but family members knew Care home residents would be more vulnerable. Fortunately, Social Care staff have stepped up to the mark

The staff have been brilliant and kept the tenants well looked after.

I have been regular informed via the House Manager and staff about the care of my Aunt, excellent activities have been provided during this lockdown which have been of benefit for all residents, we have seen evidence of staff wearing PPE and dancing and singing to staff whilst observing social distancing with residents. I feel relieved that my aunt and all residents have been well and truly looked after and that the management and staff have a genuine duty of care.

Care home closed to visitors on 16th March which was crucial and an excellent move in hindsight.

Staff have demonstrated total professionalism and the utmost care for residents.

They've kept relatives informed via regular communications also sent personal updates with pictures of our loved ones.

As a family we feel that we couldn't have asked for a better team of caring health professionals to look after our dear mother.

Great communications to family of residents through social media.

Good access to talk to residents on video calls.

Regular and informative updates provided.

the company were very proactive in providing the correct PPE - following government advice.

good clear communication for managers to give to staff with frequent updates.

Think staff doing the best they can in the circumstances

My concern has nothing to do with the specific care home, it is with government action in general on care homes particularly - which is shortages of PPE (I think Care home are making their own or donated by the public) and totally inadequate testing. Testing is an ongoing repetitive process, not a one-off.

They have been amazing, implementing stringent measures right from the start but also seeking to ensure the emotional and psychological wellbeing of the residents by encouraging regular voice and video calls with relatives, and providing stimulating daily activities within the constraints of social distancing etc. Every member of staff is to be highly commended and we are so grateful for them all, they go far beyond the call of duty on a daily basis. We have no concerns whatsoever that our relative is receiving the very highest level of care.

My impression is that the staff are doing a good job despite difficult circumstances. As far as I am aware there hasn't been an outbreak so far and that must be down to good work by the staff

Communication has been lacking - one letter was sent out following the first Covid related death but no further correspondence. The manager has been very helpful in responding to email enquiries and facilitating contact.

The care home wasn't prepared, no care home was. Measures to manage the residents seems cruel. Dementia sufferers need stimulation, sitting on your own in a room will lead to rapid deterioration in the condition. The residents are eating less as there's no one to encourage them to eat.

I feel the care home was well prepared and has managed the care of residents well. They have kept the family up to date with everything and provided ways for us to stay in touch without compromising the resident's safety

Care home has changed the staff rota to 12 hour shifts for the staff to minimise the amount of staff coming in and out of the home. They have also put in place measure such as Skype, FaceTime and WhatsApp to enable families to keep in touch with their relative. Families are also encouraged to phone at any time to enquire about their relative or speak to their relative. Everything is being done to keep families and residents in touch with one another. One of the young carers has also tried their hand at hairdressing, the residents always feel great once they've had their hair set or curled.

They have tried to give regular updates and, in particular have set up a Residents WhatsApp group and also a personal WhatsApp group between myself and my sisters where they send photographs and nice footage of our mum when appropriate. They sent a lovely VEDay video, a nice Easter message and are certainly from what we can see are doing their very best to protect our loved ones.

I am missing my mum and with the uncertainty as to when we will be able to visit again (if ever) these messages are comforting.

Prompt and effective measures taken at the outset and continuing vigorously

The staff in the care home have been brilliant, they have been working so hard to look after residents and maintain family contact through Skype or phone calls as well as arranging quizzes and activities to occupy residents, within the prescribed lockdown rules. I hope that, as many of the staff are from abroad, they will be as well looked after in terms of residency, a proper wage and workers' rights. And that the means for this will be put in place now to reward their devotion and commitment to residents and family at this difficult and exhausting time for them. It is the least we can do to repay them and lift any unnecessary burden of



concern for their future wellbeing and residency. These are my thoughts regarding the staff and have not been prompted by any staff members. I hope the Scottish government will be able to do all it can to highlight the above to the EU and also the UK government.

Staff have been fantastic taking all precautions they can. I have felt very reassured when they decided to close to visitors even before lockdown. Staff have been communicating with us family members regularly reassuring us that all are ok. We have been able to catch a glimpse of the many ways staff keep residents spirits up during such a confusing time for them. What they do is immeasurable, and our family are very grateful.

A single point of access for data collection would be helpful. We have been inundated by requests for information, often the same/similar questions. It really is too much at a time when we are more stretched than ever before our time is being taken up by the many phone calls, reports. I feel really information should be sent to a central resource

I can honestly say that I cannot fault the continued care at the care home, through this difficult time. They are keeping in touch with families, via Facebook posts and making sure the residents normal routines and activities continue as best they can. The staff are as helpful, polite and courteous, as always, even though this is such a difficult time. I have absolutely no concerns for the care, both physically and mentally, for my mother.

I am very happy the care home that my husband is in reacted very quickly. I am happy with the care my husband is receiving.

We are pleased all the residents who had a positive test for Covid-19 have either recovered or are recovering. Asymptomatic presentations have been particularly challenging, as has isolating measures for residents who are visually impaired and often have other conditions including dementia. We have facilitated online contact with families, but this can only partially alleviate the impact of absence of normal human contact.

We prepared for the impact of Covid-19 from February onwards, but the highly infectious nature of the disease made this very challenging, as it has for all care homes who are now caring for people with increasingly high care needs. We experienced a number of infections despite a wide range of measures additional to those listed above, including ensuring staff are being paid for sick leave so they can be reassured they will not face any financial impact for absence as a result of ill health and providing staff food so they don't have to leave the home to shop for food while they are on duty. For the past four weeks we have had access to testing for staff.

The pandemic has highlighted the urgent need for sustainable funding for care homes, including third sector providers.

I've not been into the care home since the lockdown protocol was started. I have been updated regularly on our friend's progress, she has had covid-19, and is making a slow recovery. My wife and I actually had a telephone conversation with our friend arranged by the care home staff, which we all appreciated.

Our preparations began in February. Where we could prepare for the impact of Covid-19, these measures worked well. Where there were unexpected challenges such as asymptomatic presentations, these were more difficult to prepare for and manage.

The pandemic has affected the mental wellbeing of residents who have visual impairment and other conditions including dementia for whom lack of normal human contact is particularly difficult to cope with. Online contact with families we have facilitated can only partially alleviate the impact.

It is deeply distressing that many residents of care homes in Scotland have died with a diagnosis of coronavirus. It is also important for staff, families and residents, and for morale in a sector under huge duress caring for residents with increasingly high care needs even before Covid-19, that the discussion of its impact in homes is measured and informed.

Financial pressures on care home providers, including third sector organisations, must be recognised. A charitable organisation was already heavily subsidising our care homes and now faces the financial costs of staff absences and empty beds as part of health protection measures. Covid-19 has shown the essential role of social care services and action must be taken now to secure sustainable funding.

The closure of the home was very sudden. Initially we heard that it was closing on the Sunday and instead it closed on the Friday before, the day we heard of the proposed closure. Communication of their plans with the families of residents did not seem to take place - we only heard when the daughter of a fellow resident (who is a friend) had tried to visit. She sent us a copy of the notice which had been posted on the door. Otherwise care provided appears to be of the usual high standard with special effort being made to entertain the residents - and post photos of the events on Facebook. They have also made special efforts to link family members via FaceTime which has worked very well, in addition to inviting us to see/speak through the patio doors.

The care home is exceptional. They should be used as a template for best practice by the Scottish Government in all aspects of dementia care and their management of all aspects of this crisis has been exemplary.

I understand that the home was late in receiving their supply of PPE. Despite all the required measures being put in place, there are still residents who have tested positive for the virus. I have been told that it is impossible to trace the source of the infection: possibly

via deliveries or from staff. I believe that staff are coping as well as can be expected under the challenging circumstances.

Fortunately, my mum's care home has had no cases so far, and I believe the staff are doing their utmost to keep it that way. However, I was disappointed to hear that they had been forced to take in new residents who had been discharged from hospital. This presents a huge risk to staff and residents. I assume they were tested before leaving hospital, but don't know this for sure. Obviously, they were required to isolate in their rooms for 2 weeks on arrival, but the staff would still be dealing with their personal care etc, as well as other residents. As care home is specifically for dementia care, isolation is no doubt difficult to manage. I was also dismayed to hear about this "through the grapevine" - we were not informed by the Home.

The care home went into lockdown on Monday 16th March and although we are unable to visit since then we feel this was the right decision.

My father passed away from Covid 19 and he was never tested.

On talking to staff, it was obvious that they struggled to get enough PPE at the beginning, but I have been assured they have it now.

They have isolated residents to their rooms which has had its own problems. E.g. extra workload for staff. Residents not getting usual services (hairdresser, chiropody etc)

Residents becoming depressed.

I was told they wanted to test the remaining residents to see if it was safe to let them into communal area, but GP said it could not be done.

The prompt lockdown in early March was a proactive step by the home. The staff at the home have been fantastic in ensuring the safety of all residents. The regular daily activities have been enjoyed by residents. The staff have also been superb with their communication at all times. They have also been helpful in relaying video messages on our behalf to our loved ones.

PPE not implemented soon enough, unnecessary deaths. Residents were sitting ducks

My mum died in care home in April, 5 weeks after the home was closed to visitors. Although there were measures taken, there have been at least 9 deaths, therefore the measures were not enough. I have nothing but praise for the staff in the home, who were exhausted and emotional when I last spoke with them, but offered mum, and myself and my sister, the highest standard of care at the worst of times.

My aunt was treated exceptionally well by both the staff in the Care Home and the Doctor and Nurses in the Medical Centre assigned to the Care Home.

Staff were kind, compassionate and caring and helped communication between myself and my aunt when possible. The Doctor and the Nurses at the Medical Centre visited the Care Home daily and often more than once in a day. Medication for my aunt was readily available. There was frequent phone calls from the professionals to myself updating me on my aunt's condition at all times.

Fairly well prepared

Phone call received at start about confirmed cases but no follow up afterwards.

Not given enough information of what was going on. When my mum got sick they told me someone had had coronavirus in the home so everyone was being treated as if they had it too. No details of all the measures taken. I seen via facetime that staff had PPE, but all had different items so not sure if some staff had bought their own. I know there is privacy involved but I believe more information could have been available. My mum sadly passed away after being sick for one week. The staff did their best for her. The doctor had been in home a few weeks before to make sure the last wishes of all residents if they fell sick!! Speaking to the nurse after she said they had asked mum if she wanted to be resuscitated mum said yes so nurse explained she could be left in a vegetable state, so mum then said no. To me it feels like people were covering their backs as no doctor was called for mum when she got sick. I know why no visitors allowed while residents were ok but people where dying alone. I don't think staff were being tested as I know mum wasn't as coronavirus was already in the home!! The hairdresser was allowed in! I hope all these things will be reviewed for any future outbreak as I believe with a bit more planning and thought the outcome for many residents, staff and families would have been different.

Initially a Facebook page was set up where we could see photos and videos of family members. Now that everyone is isolating in their rooms this has stopped.

If I phone I can speak to my relative or do a WhatsApp video call.

My relative speaks very highly of her care.

I believe my mums care home has done everything they could possibly do in advance of receiving Gov help. They have been proactive, responsive and communicative with us as a family. I feel they are doing their very best they can in a terrible situation.

The Care home actually closed very quickly 15th March 2020. I believe this has helped prevent covid19 being in the home. As we cannot visit they every quickly arranged for WhatsApp calls enabling us to see our relatives.

The care home is a great care home and staff have been exceptional in these difficult times. My mother is very happy and feels safe. I trust the staff and management to do their very best even though the Scottish Government appears to have left them to their own devices while concentrating on hospitals.

The staff at the care home have taken every sensible precaution and locked down quickly at the beginning of the outbreak. There have been no cases at the home and current measures are effective to date.

I have received very limited official information from the care home provider on what measures are in place since the initial letter from them saying the home was going into lock down from 16.03.20. This is an observation and not a criticism as I know they must be very busy and when I phone the staff they do reassure me that all is well. I contact my relative on a regular basis via phone and we can face-time, but this can be tricky because he is hard of hearing. The home do send me the bi-monthly newsletter and it looks like they are doing a lot to keep the residents entertained. My main concern is the residents are safe and well, and so far, this appears to be the case. They have been doing a very good job in this respect.

I feel that the care home have done everything they could under the circumstances but were badly let down by the government regarding the provision of PPE and availability of testing kits. I feel that this is why my mother has tested positive for the virus and not because of any failure by the staff at the care home

I think the home has managed very well, but were let down so badly by government regarding testing etc

Visitor access disallowed from 23.3.20. I understood the reason for this and our family continued to telephone Mum several times a day on her personal phone line. We visited on special dates.... Mother's Day, her birthday leaving gifts, cards and flowers at the door.

Care home seems to be doing an excellent job. I'm not sure exactly what necessary equipment they were provided with & when in order to avoid the virus. Care & information from the home has been tremendous & employees pay & conditions need re assessed.

The Age Scotland helpline has been receiving up to ten times its usual call volume from older people and their families since mid-March on a wide range of issues related to coronavirus and beyond. One particular issue which we have been alerted to and has given us significant cause for concern has been that of letters sent to family members of residents

in care homes which state that GPs will not visit the care home unless there is an emergency. We have also heard of examples of blanket decisions regarding how older people will be treated rather than on a case by case, and medical basis.

One anonymous care home wrote to all family members to inform them that if their relative contracted COVID-19 they would not be offered treatment, but instead end of life care would be provided. This is a completely unacceptable action to have taken and while we recognise that being admitted to hospital will not always be the most appropriate clinical outcome, predetermined decisions in advance of a resident falling ill in the first place in no way treats them as an individual or takes into account medical assessment, but amounts to age discrimination, violating their fundamental human rights.

From what I have been able to gather through phone calls and video calls to the care home during lockdown, they have taken all the necessary precautions seem to have good supplies of PPE. The thing they appear to have struggled to get are enough tests. Staff have told us that they have to "beg" for every test which is unacceptable. My own mother was eventually tested for COVID19 after 4 deaths in the home. She tested positive and now appears to be recovering. Staff would like to have her tested again to check whether she is clear of the virus, but this does not seem to be possible. My impression is that the staff have done their absolute best in very challenging circumstances but have sometimes been let down by the system.

The care home has done everything within its powers to mangled this crisis to protect and support the residents. I stress everything in its power. Unfortunately, the Scottish and United Kingdom government has not given the care homes the support they need to deal with the crises.