

Independent Evaluation of the ExtraCare Charitable Trust response to Covid-19

Overview of key messages

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Wellbeing assessment

In order to understand the impact of Covid-19 and the effect of ExtraCare's lockdown measure, an online survey was sent to residents with an email address, and an online link for all locations. We asked questions about the national / location lockdown and our response to keeping residents safe. We received 199 completed surveys, with the largest proportion of respondents (49%) in the 75-84 age group.

Question	Response	LL Response
During the national lockdown... I felt content in the safety of our location	79.25% (Yes)	69.33% (Yes)
During the national lockdown... I felt comforted by the presence of other residents and staff in the location	74.12% (Yes)	69.33% (Yes)

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Resident overall wellbeing

Residents were asked about their overall view of ExtraCare's handling of the pandemic and their perception of living in an ExtraCare location during the lockdown in Spring 2020.



90%

agreed that ExtraCare were right to close its locations to the public a week before national lockdown in March



84%

felt safe living in an ExtraCare location during the pandemic



67%

agreed that staff had tried to keep residents mentally and physically well



80%

felt comforted knowing that staff and other residents were there with them



More than 80%

felt supported in getting essentials such as groceries and medication



68%

reported that ExtraCare communicated well with residents during lockdown'

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Resident mental wellbeing

Residents were asked about the impact the pandemic and the lockdown measures had had on their mental health and wellbeing during the lockdown in Spring 2020.



41%

reported feeling socially isolated during lockdown



39%

reported that Covid-19 had negatively affected their mental health



62%

used digital video-calling technology to communicate with loved ones



85%

reported feeling sad at not being able to see children/grandchildren



77%

reported being worried about friends and family members



3%

contacted the dementia and mental wellbeing enabler

Important lessons learnt

The findings helped inform our response in the second and third national lockdowns in various areas including:

- Careful consideration of alternatives before putting a location into **full lockdown**;
- A renewed and consistent focus on **physical exercise** for residents
- More alternatives to exercise and a variety of **activities**;
- Ensuring access to **health services** where possible in the location, such as podiatry, physio students where available, Wellbeing Advisors;
- Shorter and more **concise communication** – residents found some information too long and wordy;
- Reminder to residents of all support in terms of bereavement services and our **bereavement supporters**; and
- Investment in **digital technology**, helping residents use it to access services such as GP consultations and to communicate with family.