

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

**Overview of key messages** 



Aston Research Centre for Healthy Ageing (ARCHA)

#### 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)

### **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.



More than 80%80% 68% 67% felt comforted knowing that staff agreed that staff had tried to keep felt supported in getting reported that ExtraCare residents mentally and physically and other residents were there essentials such as groceries and communicated well with residents with them medication during lockdown' well

85%

#### **Resident mental wellbeing**

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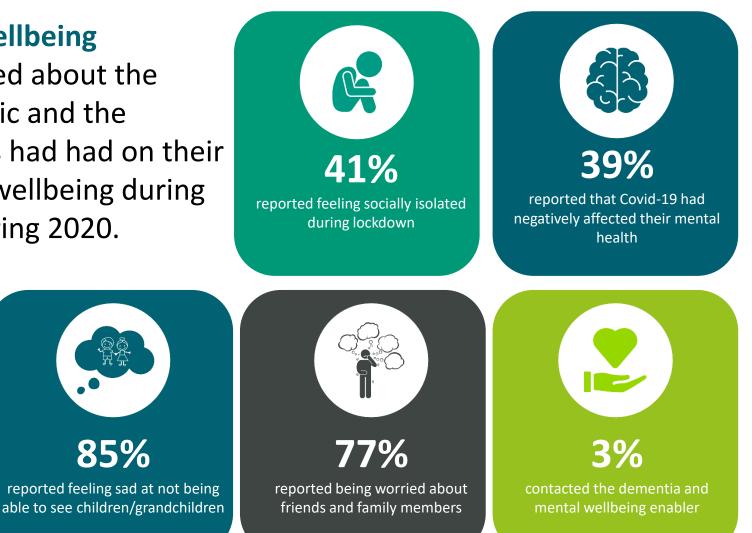
62%

used digital video-calling

technology to communicate with

loved ones

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.



Better lives for older people

## **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.