

## COVID-19: Experience of Retirement Villages and Extra Care Housing in England

### MAIN QUESTIONNAIRE (Operator Level)

#### What is the purpose of this survey?

This survey is part of a study to determine the impact, challenges and experience of Retirement Villages and Extra Care Housing in England during the pandemic.

The aim is that the findings will:

- identify the prevalence of COVID-19 in villages/schemes
- examine what service/design features contributed to minimising the spread of COVID-19
- provide positive information, insight and examples that will be helpful in attracting prospective residents
- help to inform future operational management decisions and practices
- raise awareness among stakeholders of the value of villages/schemes
- influence national policy, planning developments and risk management.

#### Who is the target audience?

We are seeking responses from operators of housing with care, this could include Retirement Villages or Extra Care Housing. This survey is not intended for operators that manage care homes only.

#### How long will this survey take to complete?

We anticipate that this survey will take 30 mins of your time. We understand that this is a busy time for everyone and that filling in a survey might not be a priority, therefore, we are extremely grateful for anytime you can give to complete this survey.

This word document version enables you to see all questions that will be asked. **Please use [Survey Monkey version](#) to complete the final survey.**

#### Can I save and complete later?

Yes, you can save this survey on Survey Monkey by clicking 'next' after each section. You will need to use the same computer when you return to complete the survey.

#### When is the deadline?

We would be grateful if you would be able to complete this survey by Wednesday, 13 January 2021.

#### What other surveys is this study conducting?

We are also kindly asking for COVID-19 case, testing and furlough information for individual Retirement Villages/Extra Care Schemes.

This information is being collected on either an [individual site](#) (via survey monkey) or [multiple site](#) (via excel) basis depending on how many schemes you operate.

## Details of Housing Operators and Your Village/ Extra Care Schemes

1. Housing operator name \_\_\_\_\_

2. Onsite care provider name(s) \_\_\_\_\_

3. Number of Retirement villages you operate \_\_\_\_\_

4. Number of Extra Care Schemes you operate \_\_\_\_\_

5. **Geographical locations of your villages/schemes**

UK / England / South West / South East / London / East / West Midlands / East Midlands  
/ Yorkshire & Humber / North West / North East

6. Do your villages/schemes have:

	<i>All</i>	<i>Most</i>	<i>Some</i>	<i>None</i>	<i>Unsure</i>
Air conditioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One main building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multiple buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All units with balconies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some units with balconies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal garden or roof garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onsite care provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onsite home help / cleaning service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onsite catering facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onsite care or nursing home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Does your scheme have any other building/design characteristics you feel are important re. COVID-19?:

\_\_\_\_\_

8. Total number of residents who live in your villages/schemes \_\_\_\_\_

9. Total number of staff who work in your villages/schemes \_\_\_\_\_

## Residents at your Villages/Extra Care Schemes and COVID-19

### 10. Do you know:

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
The number of residents who had confirmed COVID-19										
The additional number with strongly suspected COVID-19 but not tested										
The number of residents who passed away with COVID-19 confirmed as primary cause										
The number of residents tested for COVID-19										
Whether tests were available for them when you needed them? <i>(please respond with "Always", "Mostly", "Seldomly" and "Never")</i>										

### 11. Do you know or strongly suspect what the source of infection was for any of your resident cases?

	Certain/ almost certain occurred	Strongly suspect occurred	Not sure
Resident visiting people/shops off site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
From a hospital visit/stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Another resident(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff member(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bank/agency staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External professional(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify if you selected "Other":

## Staff at your Villages/Extra Care Schemes and COVID-19

### 12. Do you know:

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
The number of staff with confirmed COVID-19?										
The number of staff with strongly suspected COVID-19 but not tested?										
The number of village/scheme staff tested for COVID-19?										
Whether tests were available for staff when we needed them? (please respond with "Always", "Mostly", "Seldomly", "Never")										
The number of staff furloughed?										

## Operational matters

13. What date did your villages or schemes lockdown in the first wave? \_\_\_\_\_

14. Regarding your staff work commutes, have any of these applied since the start of the pandemic (tick all that apply)

Public transport not allowed	<input type="checkbox"/>
Public transport discouraged	<input type="checkbox"/>
Car share not allowed	<input type="checkbox"/>
Car share discouraged	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>

15. In relation to staff, have any of these been major pressures for your schemes or organisation during COVID-19 to date? (tick all that apply)

Staff sickness	<input type="checkbox"/>	Numbers of staff off work, shielding	<input type="checkbox"/>
Allowing annual leave	<input type="checkbox"/>	Numbers of staff furloughed	<input type="checkbox"/>
Suspending annual leave	<input type="checkbox"/>	Access to training	<input type="checkbox"/>
Staff shortages	<input type="checkbox"/>	Adapting to the changes	<input type="checkbox"/>
Anxiety	<input type="checkbox"/>	Keeping up with the changes	<input type="checkbox"/>

Stress	<input type="checkbox"/>	Sustaining the service	<input type="checkbox"/>
Burn out	<input type="checkbox"/>	Ensuring quality	<input type="checkbox"/>
Low morale	<input type="checkbox"/>	Access to agency staff	<input type="checkbox"/>
Numbers of staff off work, self-isolating	<input type="checkbox"/>	Other (please specify) _____	<input type="checkbox"/>

**16. During the first wave did the lack of availability of PPE cause you problems?**

- A huge amount     A lot     Quite a lot     A small amount     I don't know

If yes, do you think it led to

- Infections among your staff?  
 Infections among your residents?  
 Other \_\_\_\_\_

**17. What have the biggest challenges been for your schemes/organisation?**

- A. \_\_\_\_\_  
 B. \_\_\_\_\_  
 C. \_\_\_\_\_  
 D. \_\_\_\_\_

**18. Relating to your village or scheme, what have the financial implications been for your organisation?**

*(Please do not include care homes in the calculations below)*

What are your estimated additional costs due to the pandemic so far?

£

**19. Please indicate the level of additional cost of the following?**

	<b>Very high</b>	<b>Quite high</b>	<b>No change</b>	<b>Quite low</b>	<b>Very low</b>	<b>Not sure</b>
PPE/ hand sanitiser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional cleaning / laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional staffing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**20. How much loss of income have you had due to the pandemic so far?**

£	
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**21. What are the losses mainly due to?**

Reduced village/scheme occupancy	<input type="checkbox"/>
Reduced or suspended restaurant / café services	<input type="checkbox"/>
Other (please specify)  _____	<input type="checkbox"/>

**22. If applicable, how much have you saved due to the pandemic so far?**

£	
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**23. What are the savings mainly due to?**

Furloughed staff	<input type="checkbox"/>
Reduced restaurant / café food purchases	<input type="checkbox"/>
Other (please specify)  _____	<input type="checkbox"/>

**24. How much financial support have you received for your villages/schemes to date?**

£	
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**25. What key learning or plans do you have in place should there be further localised or national lockdowns?**

**26. What are your key concerns going forward?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**27. How much confidence do you have that track & trace and increased testing for your staff will help you to minimise incidence of COVID-19 in your villages/ schemes in the coming months?**

A great deal	<input type="checkbox"/>
Quite a lot	<input type="checkbox"/>
A bit	<input type="checkbox"/>
None	<input type="checkbox"/>
I'm not sure	<input type="checkbox"/>

**During the first wave (March – May) - protecting your residents and staff from catching COVID-19:**

**28. Did you put in place any of the following key measures to protect your residents and staff from Covid-19? (please tick all that apply)**

Shielded individuals	<input type="checkbox"/>	Prohibiting staff care sharing	<input type="checkbox"/>
Shielding groups	<input type="checkbox"/>	Closed restaurant / dining areas	<input type="checkbox"/>
PPE	<input type="checkbox"/>	Closed leisure facilities	<input type="checkbox"/>
Social distancing	<input type="checkbox"/>	Closed lounges	<input type="checkbox"/>
Asking residents not to leave the village/scheme	<input type="checkbox"/>	Restricted use of lounges	<input type="checkbox"/>
Restricting visitors	<input type="checkbox"/>	Re-design of spaces or facilities	<input type="checkbox"/>
Prohibiting visitors	<input type="checkbox"/>	Staff in scrubs	<input type="checkbox"/>
Prohibiting staff commuting on public transport	<input type="checkbox"/>	Other (please specify) _____	<input type="checkbox"/>

## 29. What do you think made the biggest protective difference(s)?

### Maintaining residents' general health and key aspects of daily living:

#### 30. Did you put any of the following additional/special measures in place?

Help with access to GP	<input type="checkbox"/>	Provision of food boxes	<input type="checkbox"/>
Help with access to hospital services	<input type="checkbox"/>	Provision of shopping	<input type="checkbox"/>
Help with access to specialist health professionals	<input type="checkbox"/>	Provision of meals	<input type="checkbox"/>
Help with access to dentist	<input type="checkbox"/>	Provision of social calls	<input type="checkbox"/>
Help with hair cutting	<input type="checkbox"/>	Provision of advice and info about government guidance	<input type="checkbox"/>
Help with access to the internet shopping	<input type="checkbox"/>	Provision of organisation practice and procedures	<input type="checkbox"/>
		Provision of benefit / financial advice	<input type="checkbox"/>
		Other (please specify) _____	<input type="checkbox"/>

### From the start of the first wave (March) and up until now...

#### 31. Maintaining residents' mental and emotional well-being:

##### Did additional/special measures you put in place include any of the following?

Increasing access to technology	<input type="checkbox"/>	Different provision of spiritual activities	<input type="checkbox"/>
Enabling social contact with neighbours	<input type="checkbox"/>	Access to local NHS and social care for non-COVID related needs	<input type="checkbox"/>
Enabling social contact with family and friends	<input type="checkbox"/>	New befriending	<input type="checkbox"/>
Different provision of social activities	<input type="checkbox"/>	Different or enhanced bereavement / end-of-life care	<input type="checkbox"/>
		Other (please specify) _____	<input type="checkbox"/>



## Residents' Experience

**32. Is there any evidence you can provide regarding how residents felt about living in a village/scheme during the pandemic (testimonies/survey results, etc) in relation to?**

- their risk of catching COVID-19
- their levels of stress, anxiety, depression, loneliness, or feelings of isolation
- how bearable they found it and how well they coped?

(Please upload any relevant document(s) here)

**33. Were any specific resident groups more adversely affected and/or less able to cope or accept changes during the lockdown periods? (Please tick all that apply)**

Shielding groups	<input type="checkbox"/>	Residents with no family	<input type="checkbox"/>
Residents with existing long term conditions	<input type="checkbox"/>	Residents with family that were unable to visit	<input type="checkbox"/>
Residents with a learning disability	<input type="checkbox"/>	Other (please specify) _____	<input type="checkbox"/>
Residents living with dementia	<input type="checkbox"/>		

**34. Have any of your residents had difficulty accessing these health services for non COVID-19 health issues?**

Dentist, Optician, Chiropodist, Physiotherapist, GP, Specialist NHS health support they would normally receive, Outpatient hospital appointment

	A great deal	Quite a lot	A bit	None	Not sure
during the initial lockdown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
since the initial lockdown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**35. Compared to pre-COVID, have residents been more receptive to using digital or mobile technology?**

- Hugely     A lot     Quite a lot     A little bit     No difference     Not sure

Please describe if possible:

## Working with NHS, other health and social services

### 36. Has your organisation been able to:

Been able to access funding from the NHS or local authority where your villages/extra care schemes are located to meet any additional expenditure your organisation has made to respond to COVID-19?	<input type="checkbox"/>	Made use of the Local Resilience Forum(s) during the pandemic?	<input type="checkbox"/>
Been contacted by social services about the planned care needs of your residents in your developments/schemes?	<input type="checkbox"/>	Encountered challenges because your local health and social services do not fully understand what retirement villages and extra care housing offer?	<input type="checkbox"/>

**If possible, please provide details:**

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### 37. Could your development/scheme support the NHS by offering 'step down' facilities to smooth the discharge of non-COVID-19 patients?

Yes    Possibly    No    I don't know

If yes, have you got any examples?

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### 38. We would welcome any further information or comments you would like to share: