

Ministear airson Slàinte Phoblach, Slàinte Bhoireannaich  
agus Spòrs  
Maree Todd BPA



Scottish Government  
Riaghaltas na h-Alba  
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Minister for Social Care, Mental Wellbeing and Sport  
Maree Todd MSP

Local Authority Chief Executives  
HSCP Chief Officers

c.c. COSLA

**14 June 2023**

Dear All,

## **ADULT DAY SERVICES AND RESPITE SERVICES SURVEY**

Further to Mr Yousaf's letter of 1<sup>st</sup> of December 2022, I wanted to write to you to express my thanks for taking the time to respond to the Building Based Adult Day and Respite Services follow up survey.

In his letter, Mr Yousaf outlined the importance of adult day and respite services and their crucial role in supporting the people who use them, as well as to their unpaid carers and families. This is a sentiment with which I wholeheartedly agree. I want to take this opportunity to share my appreciation for the hard-working staff who continue to support those with care and support needs throughout the ongoing pressures facing the social care support sector.

Both surveys carried out in 2022 allowed the Scottish Government to capture deeper insights into the challenges around the re-opening of services and a realistic understanding of current capacity levels. A summary of the data gathered following the second survey is attached to this letter.

From your responses, it is evident that the changes made to the *Coronavirus (COVID-19): adult social care building-based day services guidance* in May 2022 to remove physical distancing measures has resulted in more services being accessible to those who need them. However, pressure regarding recruitment and staffing continue to delay services meeting pre-pandemic levels.

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We are continuing to work on a number of projects to assist in addressing ongoing recruitment and retention challenges. I would also like to share some of the additional steps we intend to take regarding building based adult services.

Collecting meaningful information and data is extremely important, therefore we are now working in partnership with Public Health Scotland and many representatives from local authorities and health and social care partnerships to review the data we currently collect regarding social care support from home. This will include data regarding building based services.

The surveys carried out in 2022 allowed the Scottish Government to learn in detail the specific pressures facing day and respite services, and I intend to repeat this survey on an annual basis with the next proposed collection taking place in January 2024.

We will also commence a review with a view to removing the *Coronavirus (COVID-19): adult social care building-based day services guidance*.

Thank you once again for your survey returns and the helpful contextual information that was provided with them. This has greatly helped our understanding of the pressures faced by the sector, and I look forward to building on it to ensure that people can access the services they need.

Should you have queries, please contact Pamela Hawkins in the Improving Standards and Quality Division via [Careathome@gov.scot](mailto:Careathome@gov.scot).

Thank you once again.

Kind regards,



**Maree Todd MSP**

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## Summary of Second Survey Findings

### Returns

All local authorities responded to either the first or second survey however neither survey received a 100% response rate.

1. Authorities adopted varying approaches to their responses when formatting data. Some also provided additional supporting information in narrative form. This additional information is a source of useful contextual information and helps to build a meaningful picture of the raw data. A summary of the returns for the second surveys is provided below followed by first and second survey comparisons.
2. For both day and respite services this data includes specialist buildings based services, community based services and services provided by care homes within their establishments or in the case of respite within their overall registered capacity – often on an ad hoc/variable basis.

| <b>FOLLOW UP SURVEY</b> | <b>DAY SERVICES</b> | <b>%</b> | <b>RESPITE SERVICES</b> | <b>%</b> |
|-------------------------|---------------------|----------|-------------------------|----------|
| <b>HSCP RETURNS</b>     | 30                  | 97       | 27                      | 87       |

| <b>FOLLOW UP SURVEY</b> | <b>REPORTED OPERATING STATUS %</b> |  |               |
|-------------------------|------------------------------------|--|---------------|
|                         | <b>OPEN</b>                        | <b>PARTIALLY OPEN OR OPERATING AT REDUCED CAPACITY</b> | <b>CLOSED</b> |
| <b>DAY SERVICES</b>     | 79                                 | 13   | 8             |
| <b>RESPITE SERVICES</b> | 88                                 | 4  | 9             |

| <b>FOLLOW UP SURVEY</b> | <b>DAY SERVICES</b> | <b>%</b> | <b>RESPITE SERVICES</b> | <b>%</b> |
|-------------------------|---------------------|----------|-------------------------|----------|
| <b>SERVICES</b>         |                     |          |                         |          |
| <b>EXTERNAL</b>         | 124                 | 41       | 152                     | 70       |
| <b>INTERNAL</b>         | 176                 | 59       | 66                      | 30       |
| <b>TOTAL</b>            | 302                 |          | 218                     |          |
| <b>MAIN CLIENT TYPE</b> |                     |          |                         |          |
| <b>ELDERLY/FRAIL</b>    | 115                 | 38       | 114                     | 38       |

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|------------------------------------|-----|----|----|----|
| <b>MENTAL HEALTH</b>               | 3   | 1  | 13 | 4  |
| <b>DEMENTIA</b>                    | 30  | 10 | 30 | 10 |
| <b>LEARNING DISABILITY</b>         | 122 | 40 | 40 | 13 |
| <b>PHYSICAL/SENSORY DISABILITY</b> | 10  | 3  | 13 | 4  |
| <b>OTHER</b>                       | 22  | 7  | 8  | 3  |

N.B. % totals do not add up to 100% due to rounding.

## Capacity

1. Further analysis was undertaken to gain an indication the impact of a reduction in services might have on actual client capacity. To achieve a like for like comparison only those services which provided information in terms of 'places' were counted. (Those which provided returns with counts in hours or people, ad-hoc commissioned spaces or where services were not able to specify defined maximum or current capacities were not included).

|                         | <b>SERVICES COUNTED</b> | <b>CAPACITY %</b> |
|-------------------------|-------------------------|-------------------|
| <b>DAY SERVICES</b>     | 251                     | 75                |
| <b>RESPIRE SERVICES</b> | 136                     | 68                |

1. N.B. These figures do not reflect overall capacity in the sector and do not take account of any alternative types of service that HSCP have put in place to replace capacity such as additional community based or online/digital supports which could not be reflected in the count.

## High Level Thematic Findings

2. Through the analysis of all data and the supporting narrative received the following thematic issues have been identified.
  - **Recruitment and retention** - workforce issues were identified as a significant factor for current reductions in capacity;
  - **Covid Outbreaks:** Several services reported to being closed or working to a reduced capacity due to experiencing Covid outbreaks at the time of reporting.
  - **Service Redesign:** Many services reported they have adopted alternative models of care and delivery such as community-based drop-in services, commissioning local social care support services to deliver support, and retaining the provision of online/digital support. This has led to some buildings closing to allow integration with other services within the area.
  - **Building Closures:** Several services reported building being forced to close as they were no longer fit for purpose, in state of disrepair or were undergoing construction.

## **First and Second Survey Data Comparison**

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| FIRST AND SECOND SURVEY | FIRST SURVEY | %  | SECOND SURVEY | %  |
|-------------------------|--------------|----|---------------|----|
| <b>HSCP RETURNS</b>     | 26           | 84 | 30            | 97 |

N.B. First Survey data, will differ from that published in October 2022, One additional service moved from Day services (listed there as respite)(2022)

## DAY SERVICES

| FIRST AND SECOND SURVEY | REPORTED OPERATING STATUS % |   |        |
|-------------------------|-----------------------------|---|--------|
|                         | OPEN                        | PARTIALLY OPEN OR OPERATING AT REDUCED CAPACITY | CLOSED |
| FIRST SURVEY            | 49                          | 39  | 12     |
| SECOND SURVEY           | 79                          | 13  | 8      |

| FIRST AND SECOND SURVEY     | FIRST SURVEY | %  | SECOND SURVEY | %  |
|-----------------------------|--------------|----|---------------|----|
| <b>SERVICES</b>             |              |    |               |    |
| EXTERNAL                    | 121          | 45 | 124           | 41 |
| INTERNAL                    | 148          | 55 | 176           | 59 |
| TOTAL                       | 270          |    | 302           |    |
| <b>MAIN CLIENT TYPE</b>     |              |    |               |    |
| ELDERLY/FRAIL               | 85           | 31 | 115           | 38 |
| MENTAL HEALTH               | 2            | 1  | 3             | 1  |
| DEMENTIA                    | 30           | 11 | 30            | 10 |
| LEARNING DISABILITY         | 124          | 46 | 122           | 40 |
| PHYSICAL/SENSORY DISABILITY | 12           | 4  | 10            | 3  |
| OTHER                       | 17           | 6  | 22            | 7  |

| FIRST AND SECOND SURVEY | SERVICES COUNTED | CAPACITY % |
|-------------------------|------------------|------------|
|                         |                  |            |

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|----------------------|-----|----|
| <b>FIRST SURVEY</b>  | 191 | 65 |
| <b>SECOND SURVEY</b> | 251 | 75 |

## RESPITE SERVICES

| <b>FIRST AND SECOND SURVEY</b> | <b>REPORTED OPERATING STATUS %</b> |  |               |
|--------------------------------|------------------------------------|--|---------------|
|                                | <b>OPEN</b>                        | <b>PARTIALLY OPEN OR OPERATING AT REDUCED CAPACITY</b> | <b>CLOSED</b> |
| <b>FIRST SURVEY</b>            | 69                                 | 17   | 14            |
| <b>SECOND SURVEY</b>           | 88                                 | 4  | 9             |

| <b>FIRST AND SECOND SURVEY</b>     | <b>FIRST SURVEY</b> | <b>%</b> | <b>SECOND SURVEY</b> | <b>%</b> |
|------------------------------------|---------------------|----------|----------------------|----------|
| <b>SERVICES</b>                    |                     |          |                      |          |
| <b>EXTERNAL</b>                    | 91                  | 64       | 152                  | 70       |
| <b>INTERNAL</b>                    | 52                  | 36       | 66                   | 30       |
| <b>TOTAL</b>                       | 143                 |          | 218                  |          |
| <b>MAIN CLIENT TYPE</b>            |                     |          |                      |          |
| <b>ELDERLY/FRAIL</b>               | 54                  | 20       | 114                  | 38       |
| <b>MENTAL HEALTH</b>               | 2                   | 1        | 13                   | 4        |
| <b>DEMENTIA</b>                    | 32                  | 12       | 30                   | 10       |
| <b>LEARNING DISABILITY</b>         | 35                  | 13       | 40                   | 13       |
| <b>PHYSICAL/SENSORY DISABILITY</b> | 10                  | 4        | 13                   | 4        |
| <b>OTHER</b>                       | 10                  | 4        | 8                    | 3        |

| <b>FIRST AND SECOND SURVEY</b> | <b>SERVICES COUNTED</b> | <b>CAPACITY %</b> |
|--------------------------------|-------------------------|-------------------|
| <b>FIRST SURVEY</b>            | 96                      | 82                |
| <b>SECOND SURVEY</b>           | 136                     | 68                |

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