

Listening and Learning

A qualitative study of Scottish care home staff experiences of managing COVID-19

WHAT WE DID...



aiming to understand knowledge gaps



+capture learning



Using reflexive, thematic analysis



WHAT this MEANS...



Professional expertise was **UNDervalued** and **UNDerutilised**



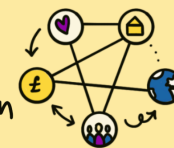
Blanket approaches fail to recognise diversity of residents' needs

Embed genuine involvement



Restore confidence and autonomy

Whole system reflection



Learning and reconciliation

WHAT WE FOUND...

There was no singular experience of outbreaks

Experiences of Covid outbreaks depended on:



timing



severity



location



resident population



support homes received

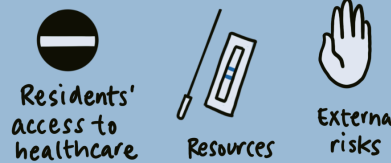
1. NATIONAL RESPONSE CAUSED A FUNDAMENTAL CHANGE to CARE HOME RELATIONSHIPS



2. ADAPTATION in UNCERTAINTY



3. EMERGING INEQUALITIES



4. TENSIONS BETWEEN STAFF EXPERIENCE and EMERGING EXTERNAL APPROACHES



5. PSYCHOLOGICAL IMPACT



6. COMPASSIONATE LEADERSHIP and TEAMWORK



EFFECTIVE SOURCES of SUPPORT



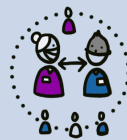
residents' families



CONTINUITY of CARE



professional to professional



peer to peer



webinars, leadership training and professional development opportunities



financial support



access to testing

<https://www.h2chresearch.org.uk/listeningandlearning.htm>

Follow link or scan QR codes for video and study website

