

# Summer 2021 Care Home Survey – Report summary

Between July and September 2021, we ran a survey to collect feedback about people's experiences of care homes during the pandemic. The survey was aimed at people who had a friend, relative, or other loved one living in a care home during the pandemic. It was promoted online, via our membership newsletter, and on social media. We received 18 responses to our survey.

Feedback that we gathered through our survey was mixed, but tended to be more negative. We found that:

- People's experiences of communication from care homes was mixed;
- People's experiences of communicating directly with their loved one was mixed;
- People's experiences of visiting their loved one in a care home was mixed;
- The majority of people felt that the pandemic had a significant impact on the activities their loved one in a care home was able to take part in;
- The majority of people felt the pandemic had a severe impact on the physical health of their loved one in a care home;
- The majority of people felt the pandemic had a severe impact on the mental health and general wellbeing of their loved one in a care home; and
- The majority of people had concerns about the quality of care and support their loved one in a care home received during the pandemic.

A number of issues raised through this survey are issues that we have previously identified in other work and reports on care homes during the pandemic that we have done.

**Read the full report on our website – [healthwatchliverpool.co.uk](https://healthwatchliverpool.co.uk)**