



## Collective Care Futures Programme - Technology Survey

### Welcome

Thank you for your interest in the Care Futures programme.

This first phase of the programme is focused on understanding the pandemic experience given the significant changes and impacts across many different areas of practice both in care homes and care at home.

If you have experience of working or connecting with care homes or care at home services we invite you to take part in this survey series to share your experience.

This week the survey is focused on the theme of 'Technology'. In this theme we are interested to explore experiences of technology - including digital applications and platforms e.g. Near Me, online information and resources, devices e.g. ipads, laptops etc, and software – which include things you may have used before and those which you have used for the first time during the pandemic.

The survey has 4 sections: Use of Technology, Impact of Technology, Value of Technology and Future of Technology.

If you would like to see the questions in advance to help you complete the survey fully, you can download a PDF of the survey here - [download survey questions](#).

You can also download Word copies of the survey to complete by hand or to distribute to others - [download Word survey questions](#).

Please send any completed survey responses to [carefutures@scottishcare.org](mailto:carefutures@scottishcare.org)

Each week we will share a survey based on the weekly theme topic we are exploring. Each survey will take approximately 20-25 minutes to complete and there will be 6 surveys in total over the 6 weeks. You can choose to take part in as many or as little as you wish.

If you don't feel that you have had direct working experience with the independent care sector during the pandemic but you would like to be involved in the second phase of the programme, please let us know and we will be in contact in due course.



## Collective Care Futures Programme - Technology Survey

### About You

**This section is strictly confidential. No information from this section will be shared or attributed to your responses.**

\* 1. Your name

2. Your organisation/service (if applicable)

\* 3. Contact email address

\* 4. I am happy to be contacted to provide further information based on my responses

Yes

No

\* 5. I would like to be contacted regarding updates and further opportunities to be involved around the Collective Care Future programme

Yes

No



## Collective Care Futures Programme - Technology Survey

### Respondent information

**This rest of your responses will be collected and analysed. Any quotes or information used in future write ups will be anonymised.**

\* 6. I am completing the survey from the perspective/context of:

- Care home service
- Homecare service
- Health & Social Care Partnership
- Local Authority
- NHS/Health Board
- Third Sector organisation (please specify)
- Charitable body (please specify)
- Unpaid carer
- Person who accesses social care support
- Relative/friend of person who accesses social care support

Other (please specify)

7. Your role (if applicable):

\* 8. Location:

- Scotland-wide
- Aberdeen City
- Aberdeenshire
- Angus
- Argyll & Bute
- City of Edinburgh

- Clackmannanshire
- Comhairle nan Eilean Siar
- Dumfries & Galloway
- Dundee City
- East Ayrshire
- East Dunbartonshire
- East Lothian
- East Renfrewshire
- Falkirk
- Fife
- Glasgow City
- Highland
- Inverclyde
- Midlothian
- Moray
- North Ayrshire
- North Lanarkshire
- Orkney Islands
- Perth & Kinross
- Renfrewshire
- Scottish Borders
- Shetland Islands
- South Ayrshire
- South Lanarkshire
- Stirling
- West Dunbartonshire
- West Lothian
- Other (please specify)



## Collective Care Futures Programme - Technology Survey

### Service Information

**Please skip to the next page if you do not work in a care home or homecare service**

9. Sector:

- Private
- Voluntary - charitable/not for profit
- Statutory

10. Type of service:

- Care home for adults
- Care home with nursing for adults
- Care at home service
- Housing support service
- Specialist service (please specify below)

Other (please specify)

11. Size of service (care homes)

- 1 - 10 beds
- 11- 20 beds
- 21 - 30
- 31 - 40 beds
- 41 - 50 beds
- 51 - 60 beds
- More than 60 beds

If you work across/operate a number of services, please specify both number of services and total number of beds

12. Size of service - homecare weekly hours

- Up to 1000 hours
- 1000-2000 hours
- 2000-5000 hours
- 5000-10,000 hours
- More than 10,000 hours

If you work across/operate a number of services, please specify both number of services and total hours



## Collective Care Futures Programme - Technology Survey

### Use of Technology

13. In your experience of working in/connecting to care homes/care at home services during COVID-19, are you using technology:

- More
- About the same
- Less

Comments

14. In your experience, in what areas has technology been **used differently** in social care during COVID-19 and how? Please answer as many as apply.

Connection/ communication	<input type="text"/>
Supporting wellbeing for staff	<input type="text"/>
Supporting wellbeing for individuals	<input type="text"/>
Recruitment of staff/ workforce planning	<input type="text"/>
Care planning & delivery	<input type="text"/>
Monitoring & recording	<input type="text"/>
Information, meetings & updates	<input type="text"/>
Other (please specify)	<input type="text"/>

15. Based on your responses, is there any other information you would like to share to describe what you used before and what you are using/how you are using it now?







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Impact of Technology

16. Has your experience of using technology in social care during COVID been:

- Very positive
- Positive
- Neutral
- Negative
- Very negative

Please explain the reason for your response

17. **Who**, in your view, has technology impacted the most (e.g. people supported, families, staff, management, partners, etc) and in what way?

18. How has the use of technology during COVID impacted your technological:

Perception/ awareness	<div style="border: 1px solid black; height: 20px;"></div>
Confidence	<div style="border: 1px solid black; height: 20px;"></div>
Skills	<div style="border: 1px solid black; height: 20px;"></div>

19. Please provide any additional information you would like to share related to how your technological perception/awareness, confidence and/or skills have changed

20. Can you describe your experience of **accessing** technology in social care during COVID-19, including what has worked well and any challenges?

21. Can you describe your experience of **using** technology in social care during COVID-19, including what has worked well and any challenges?

22. Are there any areas you feel require **further support or training** to enhance technology use in social care?



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Value of Technology

23. Based on your experience of using technology in social care during COVID-19, what would you like to **continue to use** in the future?

24. What would you like to **do differently or stop doing** in terms of technology in social care?

25. Where has technology been **most valuable** in social care during COVID-19?



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Future of Technology

\* 26. What has **surprised you** about using technology in social care during COVID-19?

\* 27. What would you **want others to know** about the use of technology in social care?

\* 28. What do you think the **priorities** for technology should be going forward for social care?



## Collective Care Futures Programme - Technology Survey

### Thank You

We are really grateful for you taking the time to complete this survey. We hope you have found it a useful way of sharing your COVID-19 experiences around technology.

The insights you share will be included (anonymously) in a written report that will be made available on the Scottish Care website. We may also present the programme findings at conferences and share updates of the programme on social media. No personal identifiable information (e.g. your name) will be used in any publication.

The survey responses will also be used to inform the second phase of the programme to shape more 'future focused' themes around what social care could and should look like. In this second phase of the programme we will undertake further engagement around the future of the independent care sector. If you would like to contribute in the second phase, please let us know on the details below. Further information on the second phase will also be provided on the Scottish Care website <https://scottishcare.org/project/collective-care-future/>

We will be sharing surveys on other themes on a weekly basis over the next 5 weeks. You would be most welcome to participate in these too and your contribution would be valued.

If you would like to discuss anything further related to the programme and your involvement, please contact:

Becca Young, Policy & Research Manager | [becca.young@scottishcare.org](mailto:becca.young@scottishcare.org)

Dr Tara French, Technology & Innovation Lead | [tara.french@scottishcare.org](mailto:tara.french@scottishcare.org)