

Module: Introduction to Research (BMHP5005)

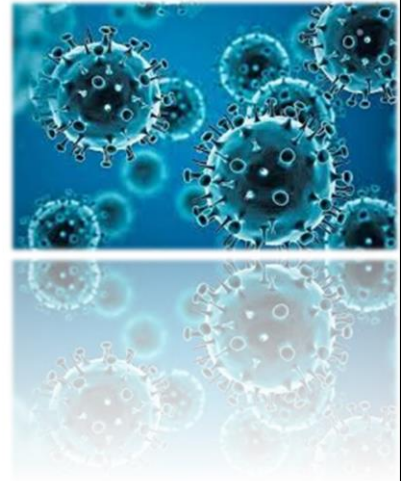
Assessment 2: Viva Voce

Student Name: Mirela Bors

Student Number: 1920412

Introduction

- Research project helps in the development of the scientific endeavour for the effective analysis of data. There will be elaboration of the different impact of COVID-19 on the old age people
- **What is your literature review about?**
The research was based on to know the impact of the COVID-19 on elderly people living in care homes.
- **Aim:** The study aims to know the impact of the COVID-19 on elderly people living in care homes.
- **Objectives:**
 - To know the impact of any contingency or crisis on the care home services.
 - To analyse the impact of the COVID-19 on the COVID-19 on elderly people living in Care Home in the UK.
 - To investigate any specific need of both the caregivers and users in the care homes after virus outbreak.
 - To recommend ways how COVID-19 impact on elderly people living in Care Home can be mitigated.



Introduction

Research project helps in the development of the scientific endeavour for the effective analysis of data. There will be elaboration of the different impact of COVID-19 on the old age people. This will be done to understand the outbreak of coronavirus in different parts of the UK. Accomplishment of the aim and objective along with the methodology and approach followed by the literature review to understand the theme of the research and evaluate the gap.

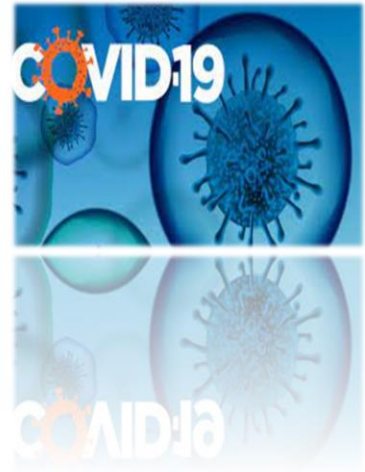
Background

Vogel *et al.* (2020), has opined that there is a significant impact on the COVID-19 on the people taking the service of the care homes. In this regard, people with old age are considered to be most impacted by the pandemic. They have been facing major issues regarding maintaining their safety at the care homes. The pandemic has resulted in an interruption in care services. There has been limited access to the COVID-19 testing as demonstrated by 1,145 respondents living in care homes. There are delays and postponements in care as shown by 10% of respondents (Vogel *et al.*, 2020). Moreover, there are major issues of contamination among the service users in which the elderly people are largely impacted. They are largely diagnosed with COVID-19 symptoms that are impacting the services of the care homes in which

people aged above 95 and have multiple sclerosis. The study focuses on the wider impact of the pandemic on the safety requirements of the people who are older and dependent upon the care homes for living their lives. Moreover, there are larger safety violations during the pandemic in the care homes as testing was not appropriate and administration was not found to handle the situations. The entire study has focused on revealing the impact of aCOVID-19 on elder people considering the different dimensions that are necessary while conducting the research. There was a great risk for the elder people living in care homes because infection spread can be a common issue. After all, there was a lack of testing provisions.

Methods

- ***Explain the methods that you used***
- ***pragmatism research philosophy***
- ***Secondary data collection***
- Different ***magazines, reports of the NHS and articles from PubMed*** has been used.
- ***Thematic analysis*** of data has been done to understand the effect of COVID-19 on different care homes



Methodology

Philosophy

Several research philosophies can be followed to conduct research. These are mainly positivism, interpretivism and pragmatism that are helpful to deal with nature, source and development of knowledge. Further using the research philosophy there can be consideration of the ways by which data can be collected, used and analysed. For describing the impact of COVID-19 on the safety needs of the care homes concerning the NHS, pragmatism research philosophy has been used. Pragmatism philosophy is described as a philosophical movement that considers a proposition or ideology is true if it works significantly (Simpson, 2017). The impractical ideas are being avoided for which this philosophy has been used. It can help to ignore those ideas that have no use or can negatively impact the research.

Approach

Different approaches affect the study notably because it finds the relevance of the objectives that are helpful for the entire research. Different research approaches that help find the relevance of the topic is inductive and deductive approaches. For the study of the impact of COVID-19 on the safety of care homes deductive approach has been considered. This approach is defined as developing hypotheses or objectives based on the underpinning theory and then designing the strategy of the research

(Al-Ababneh, 2020). This strategy is to test the hypotheses which are highly significant in the case of the chosen case study. The NHS plays a greater role in providing health needs in the UK. Thus, by building objectives it can be known how the care homes are being impacted by the COVID-19 mainly in terms of safety disturbances created by the pandemic.

Design

Research designs are available in many forms such as explanatory, conclusive, descriptive and experimental. For researching the impact of COVID-19 on the care homes of safety considering the NHS, a conclusive design has been followed. As defined by them the design is helpful to generate findings that are useful in the real world in reaching decision making or conclusions (Stahl *et al.*, 2020). In this respect, when a conclusive design is followed the researcher can find the major decisions that can help the NHS to combat the negative impact of the pandemic on the care home services provided by the pandemic. Moreover, there can be recommendations drawn based on the findings using this design

Data collection

Data will be collected using the published sources that can help to generate the concept about the safety needs. Additionally, there can be different insights on the role of the care homes in maintaining the safety needs of the service users on behalf of the NHS can be identified. In this case, the reports of the NHS and different magazines can be useful to find the ideas. Further, when there is a COVID-19 impact on the service users, there can be different violations of the safety needs that can be used from the published articles. In this way, there is an efficient use of the secondary sources for this research that is the reason it has been included in the performing study.

Data analysis

Thematic data analysis has been used to analyse the data collected on several aspects of the topic. This analysis has been used because it can help to closely examine the data by identifying relatable themes. Further, it can help to draw ideas, topics, patterns from the formed themes. Different themes can be generated based on the data collected on the safety needs, NHS, care service and so on. There can be a major advantage of saying about the issue found in the research.

Literature Review



Author(s), title, and year of publication	Aim of study	Methods and Sample size and characteristics	Summary of main findings
Vogel AC, Schmidt H, Loud S, McBurney R, Mateen FJ. Impact of the COVID-19 pandemic on the health care of >1,000 People living with multiple sclerosis: A cross-sectional study. Mult Scler Relat Disord. 2020 Nov;46:102512. doi: 10.1016/j.msard.2020.102512. Epub 2020 Sep 19. PMID: 32977074; PMCID: PMC7501524.	The aim was to determine the impact of COVID-19 on the older people patients living in the care homes.	A cross-sectional survey has been performed using the found in the care homes.	Delays and postponements in the services have been found in the care homes.
Pollock A, Campbell P, Cheyne J, Cowie J, Davis B, McCallum J, McGill K, Elders A, Hagen S, McClurg D, Torrens C, Maxwell M. Interventions to support the resilience and mental health of frontline health and social care professionals during and after a disease outbreak, epidemic or pandemic: a mixed methods systematic review. Cochrane Database Syst Rev. 2020 Nov 5;11(11):CD013779. doi: 10.1002/14651858.CD013779. PMID: 33150970; PMCID: PMC8226433.	The aim was to know the intervention where frontline workers after the virus outbreak that has resulted in adverse impact.	Secondary research it is necessary to support the mental, health and Web of resilience of the frontline workers after the virus other databases used. been found in healthcare settings.	It is necessary to support the mental, health and Web of resilience of the frontline workers after the virus other databases used. been found in healthcare settings.
Weiner L, Berna F, Noury N, Severac F, Vidailhet P, Mengin AC. Efficacy of an online cognitive behavioral therapy program developed for healthcare workers during the COVID-19 pandemic: the REduction of the Stress (REST) study protocol for a randomized controlled trial. Trials. 2020 Oct 21;21(1):870. doi: 10.1186/s13063-020-04772-7. PMID: 33087178; PMCID: PMC7576984.	The aim was to study the intervention of used on the programs for the healthcare workers dealing with stress so that they can after the emergence provide help to the of the coronavirus.	Primary research The CBT program needs to be developed for healthcare workers.	The CBT program needs to be developed for healthcare workers.

Thematic review

Determination of the concept of safety needs

Safety needs are essential for improving the security of life and implementing Maslow's theory. It is essential to understand the different facts that increase the rate of infection during COVID-19. The UK government has taken necessary steps for maintaining the health of the customers by highlighting the different steps that are required to prevent the pandemic situation such as wearing a mask, maintaining social distance and proper sanitation. It is necessary for different organisations to appoint volunteers to ensure that the employees are not exposed to an unhealthy and risky working environment (HM Government, 2020). Different health schemes should be provided along with vaccination of the staff to reduce the risk of being attacked by the virus. There has been improvement in the performance of the individuals once they feel safe in their future.

ABC theory of safety

The behaviour of the employees towards working is determined by the safety at the workplace. The **attitude** of all the individuals depends on how much they feel safe in a particular environment. People generally work better in an environment where safety practices are maintained properly. The next comes **behaviour** that is the reflection of the emotion of the individual where service providers do not feel safe

while performing their duty because the policies came late (Rajan and McKee, 2020). Funding, testing, isolation, PPE and staffing all were affected till there was an effective policy that can help service providers. Poor and unhygienic working culture is associated with stress resulting in poor mental and technical performance. An unsafe working environment exposes an individual to different types of diseases and there is the threat of losing a job especially during a pandemic situation. Thus, it can be depicted that **conditions** that are followed in an organisation modify the behaviour and thus affect the performance of the workers.

Proper analysis of the care home roles for maintaining the safety needs of the service users during COVID-19

The COVID-19 pandemic has resulted in the rise of the challenges of the home care residents and the staff. **Infection controls** an important role and there should be proper utilisation of the Personal Protective Equipment (PPE) by the social care and the local health care professionals to prevent the spread of infection. All the visitors to the care home including the family members should follow the same PPE guidance (British Geriatrics Society, 2020). It is the role of the care homes to provide proper guidance and safe quarantine to the individuals who become COVID positive. There should be proper **resident and staff testing provision** taken by the care homes for supporting testing for those who make an informed choice of not to be tested. Association should be made with the Mental Capacity Legislation to involve in a discussion of the importance of vaccination and testing. **Care home diagnoses the COVID-19 parameters** by analysing the symptoms of the service users.

Residents with suspected COVID-19 should be tested immediately and they should take the help of the Local Health Protection Team to provide the necessary belongings before moving them to isolation. Different **safety Management needs** are required for proper treatment of the COVID-19. Care managers should speak properly with the local commissioners of the health board and support the residents who walk with the purpose within the infection zone control. There should be the availability of different equipment such as thermometer, oximeter, oxygen cylinder that are required by the service providers and volunteers for determining the heart rate and blood pressure of the individuals (British Geriatrics Society, 2020).

Investigating the COVID-19 impact on the safety needs of different care homes

COVID-19 results in a severe respiratory syndrome that reduces the mortality rate of the resident and the staff. There has been an urgent need for different safety measures such as nursing care, isolation and providing proper nutrition to the individuals who are suffering from the disease. Hospital-acquired infections are more significant because the health of the staff and patients are both at the risk. The care home staff who contact the COVID-19 patient should remain isolated from the workplace for a prolonged period of time. There has been an increase in the income, job and health of the individuals due to increasing anxiety and worry. The local authorities and the public health teams should have the pathways to test the admission in different care homes. This should be associated with the proper

communication with the Health care professionals. Different restrictions are provided for the movement of the people and there has been lockdown to reduce the social interaction and thus improve the safety needs to reduce the spread of the virus. The testing capacity of the laboratories should be increased to give priority to the open visiting policies.

Ways to mitigate the impact of COVID-19 on the care home

Getting vaccinated is an important way to reduce COVID-19 because this improves the immunity power of the individual to fight the virus effectively and protect them due to the formation of antibodies in their body. **Wearing a mask** is necessary in areas with a high number of COVID-19 cases (CDC, 2021). People who have a poor health condition and take medication to suffer from a weak immune system even though they are fully vaccinated. This can protect against the Delta variant of the virus that has a high transmission rate. It is necessary to wear a mask while travelling on buses, trains and public transport to reduce the contamination rate. **Social distancing** is an important factor that can be adopted by the care homes and a 6 feet gap should be maintained while diagnosing the patients to reduce the spread of the infection. Different treatment facilities such as **oxygen therapy** should be successfully implemented by the care homes and should be given to the COVID-19 patient who is hypoxic (British Geriatrics Society, 2020). Proper **cleaning and disinfectant procedures** such as sanitising the frequently touched surfaces, washing of hands properly with soap and hand sanitiser can help to reduce the spread of disease. Advanced care planning and awareness programmes such as campaigning and advertisement of the safety protocols can help to mitigate the effect of coronavirus. Care homes should speak with the local authority for continuing routine health care check-ups to provide a face-to-face review of the health condition of the people.

Literate gap

In the previous papers, the concept of safety needs has not been discussed elaborately. However, during the analysis of the current literature review, the different factors that focus on the importance of safety needs during COVID-19 have been discussed in a full-depth manner. This has been followed by the analysis of the role of care homes in improving the health standard of the people is discussed. The safety management needs the role of the care homes has not been discussed properly in the previous paper. A detailed way of mitigating the impact of COVID-19 by the care centres has been clearly described in the literature review. This includes wearing of a mask and the necessary safety guidelines that reduce the spread of the disease.

Results

- **What were the key findings or results of the literature you reviewed? What key themes did you identify?**
- **Findings**
- It has been identified in the literature that there is a major issue with the delay in the service for the older people in the care home.
- Postponement of facilities because the staff are in isolation, quarantine and maintaining measures of the COVID-19.
- **Themes:** COVID-19 and relative impact on the social care, Care home service disruption due to pandemic, Impact of COVID-19 on both healthcare professionals and service users, Interventions for service disbursement in the care homes for older people



The key themes identified in the study are:

COVID-19 and relative impact on the social care

Social care services are at stake mostly after the virus outbreak because there was increasing anxiety and stress among the health professionals or the service providers. This has led to delay in the service and vaccination was not also properly provided. It was necessary to protect the elderly people at the care homes to be free from virus contamination. However, it was found that there were no such facilities that can meet the needs of the older people. There was a lack of knowledge towards the virus due to which measures related to them cannot be identified at the early stage of the pandemic.

Care home service disruption due to pandemic

Postponement of the services was the major disruption in the care homes for the older people living in that. Taking decisions that were delayed and staff were already at risk. This has made the situation more critical for the care homes. Moreover, it was necessary to vaccinate the older people as soon as possible. This was also disrupted and this has acted as insignificant service to the older people at the time of the pandemic.

Impact of COVID-19 on both healthcare professionals and service users

Service users and providers both were largely impacted due to the pandemic. Stress

and anxiety were relatable with the service providers and older people's health was at stake. There was a threat to the health of both the parties and thus it was required to combat the adverse impact of this. There was a requirement of social distancing, proper vaccination, kits, and special care for the older people that were not properly done because COVID-19 has led to certain crises like staff deficiency.

Discussion

- Discuss the themes that you have found and describe why your findings are important for health and social care.

Themes	Books or articles	Author	Year	Summary
Theme 1	COVID-19 and relative impacts	Zhang Y, Ma ZF.	2020	Older people are more at risk because the crisis has led to delay in the service
Theme 2	Care home service disruption due to pandemic	Mayer, K.P., Sturgill, J.L., 2020 Kalema, A.G., Soper, M.K., Self, S.M., Cassidy, E.P., Kolpek, J.H., Dupont-Versteegden, E.E., Montgomery-Yates, A.A. and Morris, P.E.,		Increasing impact of the contamination and no proper measures in the care homes.
Theme 3	Impact on both healthcare professionals and service users			Increased stress and delayed services.
Theme 4	Interventions for service disbursement in the care homes for older people			Policy intervention and collaborative services are required.



Findings and discussions based on the review of published literature

Themes

Books or articles

Author

Year

Summary

Theme 1

COVID-19 and relative impacts

Mental health and social interactions of older people with physical disabilities in England during the COVID-19 pandemic: a longitudinal cohort study

Machado CJ, Pereira CCA, Viana BM, Oliveira GL, Melo DC, Carvalho JFMG, Moraes FL, Moraes EN.

Steptoe, A. and Di Gessa, G

2020

2021

Older people are more at risk because the crisis has led to delay in the service and mortality rate has increased among them

The COVID-19 create effect on the psychological, social interaction and wellbeing

Theme 2

Care home service disruption due to pandemic

Area level deprivation and monthly COVID-19 cases: The impact of government policy in England

Mayer, K.P., Sturgill, J.L., Kalema, A.G., Soper, M.K., Seif, S.M., Cassity, E.P., Kolpek, J.H., Dupont-Versteegden, E.E., Montgomery-Yates, A.A. and Morris, P.E.,
Morrissey, K., Spooner, F., Salter, J. and Shaddick, G

2020

2021

Increasing impact of the contamination and no proper measures in the care homes.
The percentage of older people affected by COVID-19 has been estimated

Theme 3

Social and psychological impact of the COVID-19 pandemic on people with
Parkinson's disease: a scoping review

Brooks, S.K., Weston, D. and Greenberg, N

2021

Understand the impact of COVID-19 on the psychological and social well-being of
people

Theme 4

Interventions for service disbursement in the care homes for older people

Richardson SJ, Carroll CB, Close J, Gordon AL, O'Brien J, Quinn TJ, Rochester L, Sayer
AA, Shenkin SD, van der Velde N, Woo J, Witham MD

2020

Policy intervention and collaborative services are required.

COVID-19 and relative impacts on social care

Pandemic has resulted in a major impact on the people receiving long time facilities
in the care homes as the mortality rate has increased (Machado, 2020). The quality of
life and mental health of the service users or the elder people have been impacted.
There are different issues related to providing the best services that are restricting
the people with major issues to lead a quality life in the care homes. Healthcare
professionals are being impacted by the spreading contamination that has led to
stress among them. Moreover, older people who are highly dependent on the care
home can lead a good life in the care homes. Further, it has been highlighted that old
age people who are receiving the care service at homes have been accompanied by
low levels of services. The quality of life has decreased when there is an admission in
the care home. There is a necessity of proper equipment that can help the service
users to receive a quality service at homes that can increase the life standard too.
Service providers engagement needs to be increased that has been delayed and
postponed due to pandemics.

The people with physical disabilities has poor quality of life that lowers the well-being of the individuals (Steptoe and Di Gessa, 2021).

Care home service disruption due to pandemic

Care homes services have been highly disrupted by the pandemic because there was an increasing impact of the contamination. The service providers were largely involved in protecting the spread of the virus. In this context, there was a delay in the service that is required of older people. The service providers requirement was increased at the units to save the patients that had been hospitalised after the pandemic. Respiratory issues have been increased and the staff were in major problem to deal with the mass crisis that has been created by the pandemic (Mayer *et al.*, 2020). Care homes service quality has decreased too, which was not a good sign for the older people who are living in long term facilities. The dependency was high and service providers were left with increased responsibilities. This has a direct impact on the older people's health as care was reduced due to which the vulnerability to contamination was increased among the older people. Engaging additional staff and recruiting them during epidemics where there is fear and underlying lockdown there cannot be new staff generated.

The local restrictions that are imposed by the government minimises the effect of lockdown. It focuses on hospitalisation to improve the mortality rate (Morrissey *et al.*, 2021).

Impact of COVID-19 on both healthcare professionals and service users

The challenges are found for both the service users and staff at the time of the pandemic (Giallonardo *et al.*, 2020). There was increased stress among the service providers after the virus outbreak. Measures like social distancing and isolation were imposed on the healthcare professional due to which there were worries, anxiety among the staff. Similarly, the service users like the older people have not been able to use effective service from the professionals as there was increased responsibility and staff were feeling stressed. Quarantine was also made compulsory for the staff who are moving to different regions. This has increased delay service to the older people. Moreover, the worry was the common reaction among the users and providers of services in the care homes. This has led to pressure on the care homes on how they will manage these disorders so that the service quality can be increased in the care homes. It was necessary to prevent the spread of contamination among the older people because it could have caused major vulnerable situations that could not have been controlled.

The COVID-19 pandemic particularly affects those who are affected by the Parkinson disease and other mental and physical disorders (Brooks *et al.*, 2021).

Interventions for service disbursement in the care homes for older people

Richardson *et al.* (2020), opined that “**Older people are disproportionately affected by the COVID-19 pandemic**” Emphasising this there was a psychological impact of the pandemic on both the older people and service providers in the care homes. Delay in

the service was a major problem with the older people living in the care homes. Every facility like the clinical services was being impacted. In this regard, wonder calibration is required where staff at all the levels like the social and healthcare needs to be integrated with the service. This will help to deal with the shortage of staff and provide rest to the staff who are working continuously at the time of the pandemic. Again, there is a need to speed up the recovery prices due to the disruption where rapid vaccination could be done at the care homes. This will help older people not be infected by the virus. It is crucial in the case of long-run policy intervention because

Conclusions and recommendations for future policy and practice

There could be major policies adopted that could help the older people receive a quality service. In this regard, people from healthcare and social care need to consider psychological aspects along with the increasing physical impacts of the pandemic. Older people living in care homes have been at risk after the pandemic. There was a decline in the service quality as different measures were added like social distancing, isolation that has delayed the services, in this regard, the staff were stressed and there was a psychological impact on the healthcare professionals. In this regard, there is a necessity to include CBT programs that are online so that the stress can be managed. Focusing on the older people, their care at the time of pandemic needs to be increased. vaccinations, quick service and increased attention towards the service quality they receive are required. It is the responsibility of both health and social care to work collaboratively.

Recommendations for future policy and practice

Older people are required to be provided with quick service so that they can be prevented from contamination. Remote access of the care homes where the health professionals can see what kind of service is provided and what needs to be improved can be added to the service. It is again important for the service providers to consider that they need to control their stress and anxiety so that they can provide quality service to the service users, mainly the older people. Vaccination programs can be done at a large scale in the care homes and people who need quick assistance can be assisted first. Government has also some responsibility towards the healthcare and service care providers and users. It needs to intervene in the policies that can meet the new requirements after the virus outbreak. Future policies in health and social care services need to be more robust that can deal with any contingencies that hinder quality services.

Conclusion

- It can be concluded that there is a significant impact of the pandemic on the care home service users.
- Delay in the services is found along with postponements for the older people.



Conclusion and recommendation

There could be major policies adopted that could help the older people receive a quality service. In this regard, people from healthcare and social care need to consider psychological aspects along with the increasing physical impacts of the pandemic. Older people living in care homes have been at risk after the pandemic. There was a decline in the service quality as different measures were added like social distancing, isolation that has delayed the services, in this regard, the staff were stressed and there was a psychological impact on the healthcare professionals. In this regard, there is a necessity to include CBT programs that are online so that the stress can be managed. Focusing on the older people, their care at the time of pandemic needs to be increased. vaccinations, quick service and increased attention towards the service quality they receive are required. It is the responsibility of both health and social care to work collaboratively.

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