

# Social Isolation within Residential Care Homes

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Quality Assurance Director

SCSA

SOCIAL  
CARE  
STANDARDS  
AUTHORITY



“

**No one understands me!**

**You came to see me?**

**No one visits me!**

**You speak Maltese?**

**Thanks for taking care of us!**

**Come visit me again**

”






Social Isolation Post COVID-19





SCSA Inspectors  
Witnessing

# BMJ Open Promising best practices implemented in long-term care homes during COVID-19 pandemic to address social isolation and loneliness: a scoping review protocol

Idrissa Beogo <sup>1,2</sup> Eric Nguemeleu Tchouaket <sup>3</sup> Drissa Sia <sup>3</sup>  
Nabila Jean-Claude Bationo,<sup>4</sup> Stephanie Collin,<sup>5</sup> Diana...

Article

## How Do the Support Networks of Older People Influence Their Experiences of Social Isolation in Care Homes?

# Research

## The Impact of COVID-19 on Social Isolation in Long-term Care Homes: Perspectives of Policies and Strategies from Six Countries

Charlene H. Chu, Jing Wang, Chie Fukui, Sandra Staudacher, Patrick A. Wachholz & Bei Wu

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Journal of Aging Studies

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“It’s the worst bloody feeling in the world”: Experiences of loneliness and social isolation among older people living in care homes

Barbara Barbosa Neves<sup>a,b,\*</sup>, Alexandra Sanders<sup>b</sup>, Renata Kokanović<sup>c</sup>

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# COVID-19 pandemic led to increase in loneliness around the world

Mental Health

Parenting, Families, Relationships

More research needed on risk, protective factors, study finds

WASHINGTON — People around the world experienced an increase in loneliness during the COVID-19 pandemic, which, although small, could have implications for people’s long-term mental and physical health, longevity and well-being, according to research published by the American Psychological Association.



## Social isolation and loneliness among old



## Life after lockdown: tackling loneliness

Our research supports the need for a renewed government commitment to tackle loneliness during and after the coronavirus pandemic.

Read the journal article [Loneliness Before and During the COVID-19 Pandemic \(PDF, 1MB\)](#)

## Anxiety and loneliness among older people living in residential care facilities or receiving home care services in Sweden during the COVID-19 pandemic: a national cross-sectional study

[Rose-Marie Johansson-Pajala](#), [Moudud Alam](#), [Annelie Gusdal](#), [Petra von Heideken Wågert](#), [Annica Löwenmark](#), [Anne-Marie Boström](#) & [Lena Marmstål Hammar](#)

[BMC Geriatrics](#) 22, Article number: 927 (2022) | [Cite this article](#)

1066 Accesses | [Metrics](#)





*Social Isolation:*

- *impairs the quality of life;*
- *lead to a cognitive decline;*
- *increase risks of developing dementia;*
- *perceived as a dishonor.*

# Malta

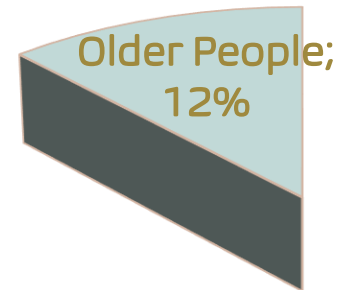
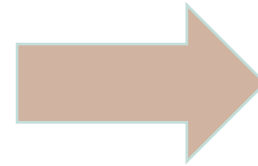
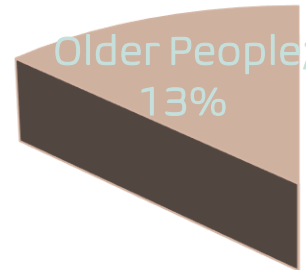
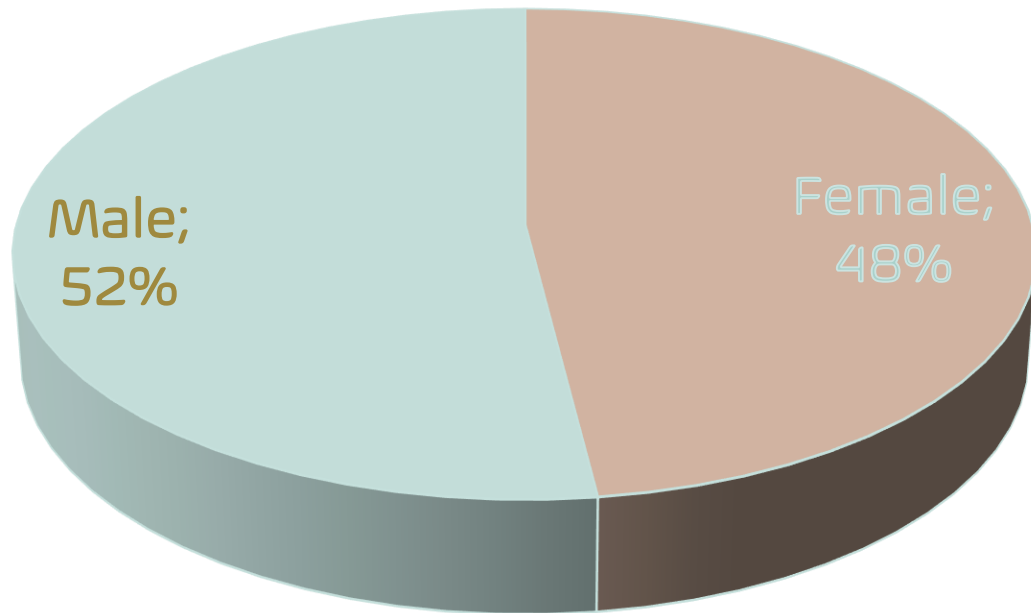
Area of 316 km<sup>2</sup> / 122 sq mi

Population: 519,562





# Malta



128,930

25% of population

5/6/2023

# Older Persons

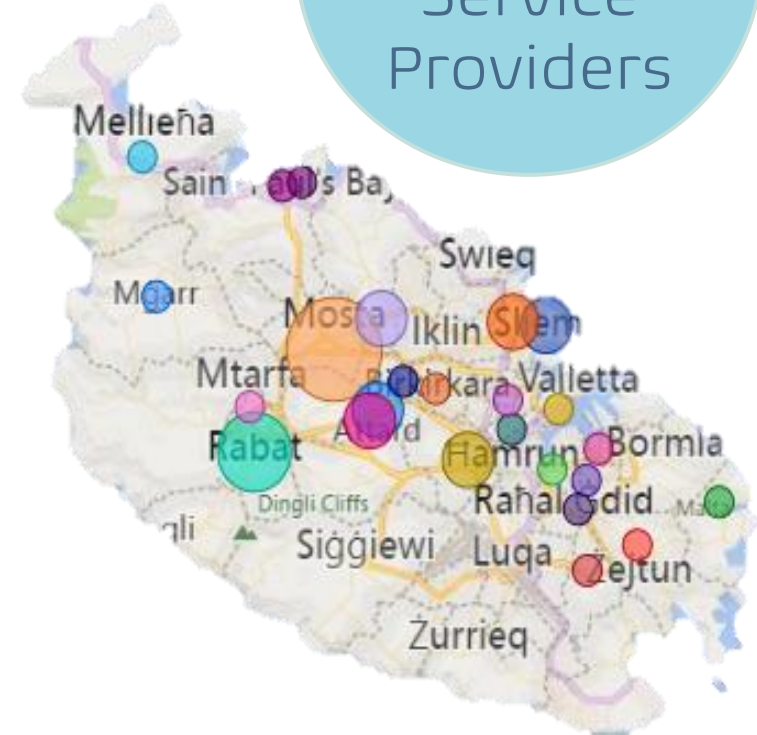


39  
Licensed  
Service  
Providers

128,930



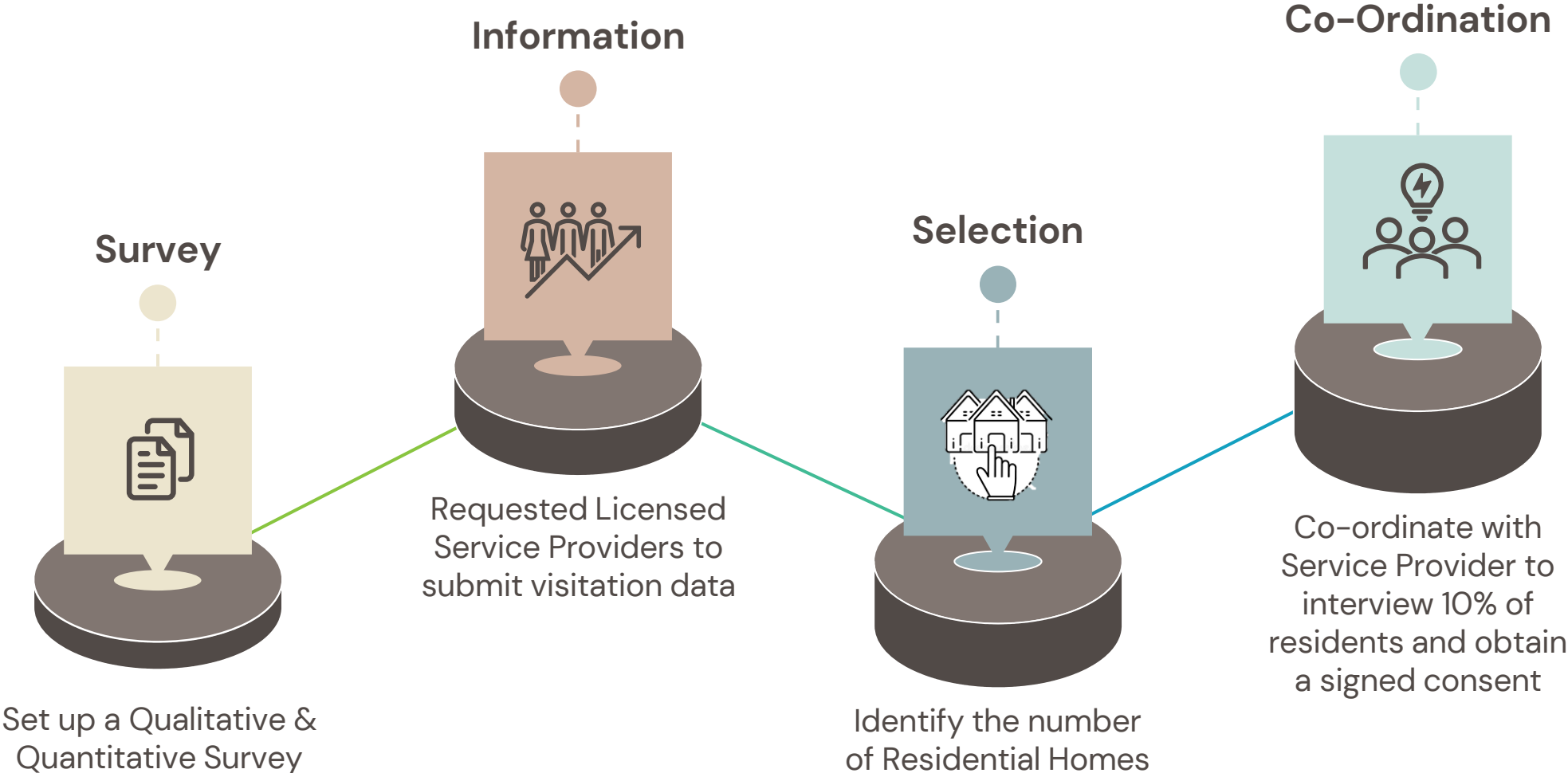
5,456\*





# SCSA Course of action based on Research & Monitoring

## Pilot Project – Phase 1



## Qualitative Data

## Quantitative Data

Resident Number: \_\_\_\_\_

### Informazzjoni ta' sfond - Taqsima (A)

- X'inhu l-istess il-wieħed tiegħek?
  - Miżewweġ
  - Single
  - Separati / Divorġjati
  - Armiel/a – Kemm il-sena \_\_\_\_\_ (Approx)
  - Imsejheb
- Sess: Raġel  Mara  Oħrajn
- L-Età Tiegħek: \_\_\_\_\_
- Edukazzjoni
  - L-ebda skola
  - Skola primarja
  - Edukazzjoni sekondarja
  - Edukazzjoni post-sekondarja (eż. Sixth Form, Teacher's College, eċċ)
  - Edukazzjoni terziarja (Università)
- X'kien l-impjeg tiegħek? Jekk *residenta hija mara u ma kienetx taħdem saqlu għal l-impjeg ta' żewġha?* \_\_\_\_\_
- Fejn kont tgħid (*lokali*)? \_\_\_\_\_
- Tiltaqa' ma 'si wieħed minn dawn li ġejjin?

	Iva	Le	Jekk Iva, kemm il darba (ijarat u taq)	Tidrisurri ta' kooperazzjoni Privati (kura, flax, oħra residenzjali, eċċ)	Rimark
Konjugi					
Tfal					
Neputi/ġiet					
Qraba					
Għrien					
Oħrajn					

- Tift wieħed mill-ġenituri meta kont iżgħar?
 

Iva  Le

  - Lil omni ta' \_\_\_\_\_ sinin, (Approx.)
  - Lil misieri ta' \_\_\_\_\_ sinin (Approx.)

9. Meta jkollok b'donn tiehu deċiżjonijiet importanti, ma' min titkellem dwar dawn?

Konjugi	Tfal	Qraba	Haddiema ta' dar	Oħrajn

Noti addizzjonali: \_\_\_\_\_

- Thoss il-maħzubin tiegħek jifhmuk? (*qraba/hbieb/ġeg*)
  - Ma jifhmux,
  - jifhmuni ftit,
  - jifhmuni tajjeb hafna.

Noti addizzjonali: \_\_\_\_\_

11. Passatemp

	Iva	Le	Semmi/Rimark (eż. jekk jingħata l-opportunità li tkompli tiprattika jew le)
Passatemp fil-passat			
Passatemp kurrenti			

12. Kif tgħatta' l-ġurnata tiegħek? (*Tikketem / taqra / tsew-TV / eċċ*) \_\_\_\_\_

13. Għandek xi hbieb, anke fost residenti shabek? Iva  No

### Prezent Fatturi tas-Saħħa u tal-Prestazzjoni, Taqsima (B)

- Kif thossok dwar l-istat attwali tas-saħħa tiegħek?
  - inhossni b'saħħti hafna
  - inhossni b'saħħti
  - inhossni ma niflax
  - inhossni ma niflax hafna

- Tisma' diskors normali? Iva  Le
- Taghmel użu ta' hearing aids? Iva  Le
- Dan kif qed jaffettwa l-kwalità persnali ta' tagħti tiegħu/tagħha? \_\_\_\_\_
- Tohrog mid-dar residenzjali ta' kuljum? Iva  Le 

Jekk Iva, fejn tmur? \_\_\_\_\_

Jekk le, kemm-il darba tohrog u fejn tmur? \_\_\_\_\_

Hemm xi mikien li tistieq tmur? \_\_\_\_\_
- Għandek b'donn għajnsna fl-attivitajiet tiegħek ta' kuljum, bħal tibes, timx, taqra, eċċ? Iva  Le
- Taghmel xi tip ta' eżerċizzju (bħal miġ, zfin, għawm, eċċ)? Iva  Le 

Jekk Iva, kemm ta spjisa? \_\_\_\_\_

### Social Factors, Section (C)

- L-istaff iħegġeg tagħmel attivitá fl-iskola? Iva  Le 
  - Tipparteċipa f'attivitajiet? Iva  Le
  - Jekk Iva, x'tip ta' attivitajiet tiehu selhem? \_\_\_\_\_
  - Għandek xi suggerimenti għal attivitajiet oħra li tistieq tagħmel? \_\_\_\_\_

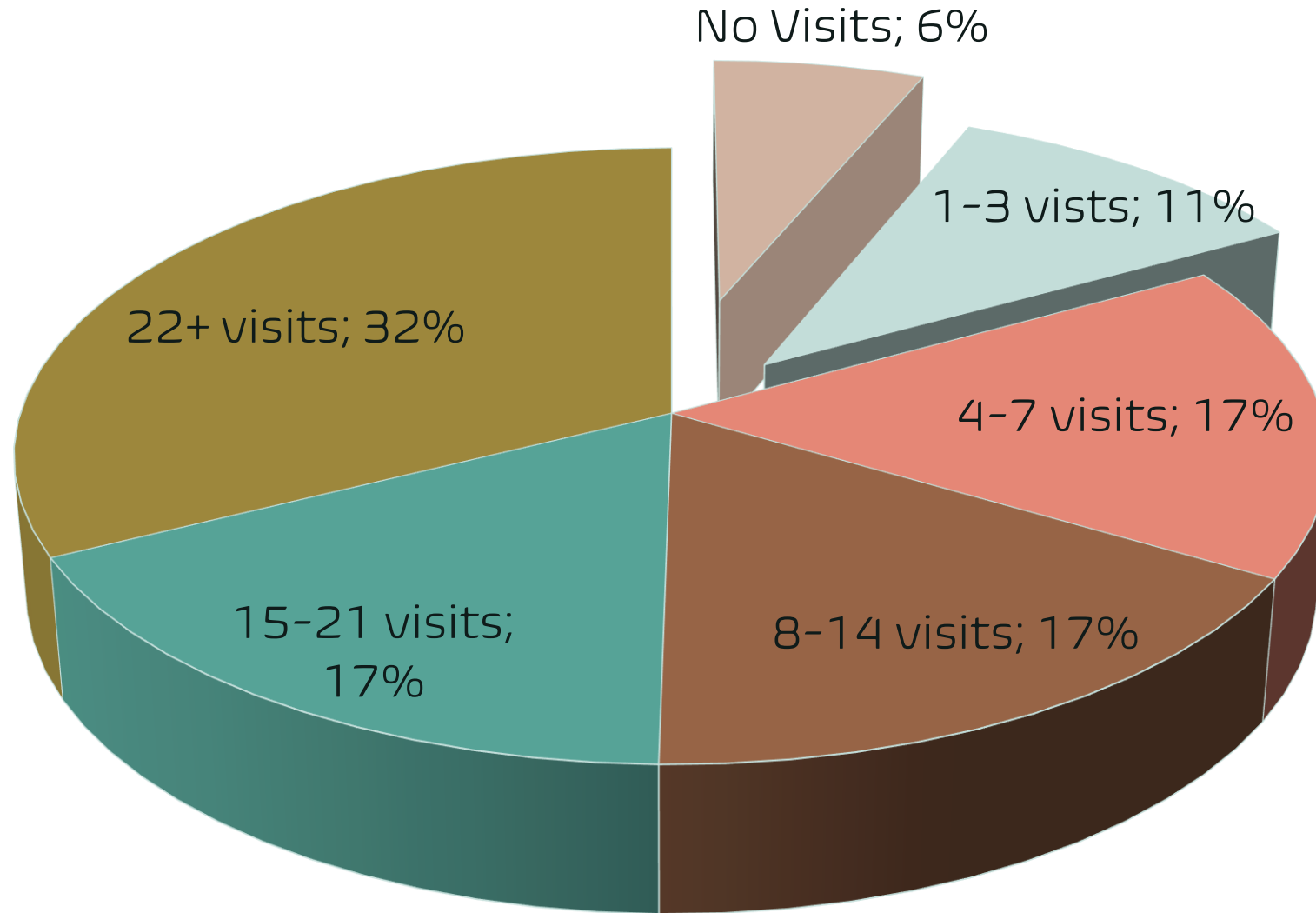
UCLA Loneliness Scale

Kemm-il darba thossok:	Qatt	Rari	Kultant	Dejjem
	1	2	3	4
1* Li inti "farmonija" man-nies ta' madwarek (SL)				
2 Li inti nieqes mil-kumpanija (SL)				
3 Li m'hemm hadd li tista' tirrikorri għandu(EL)				
4 'Wahdu (SL)				
5* Parti minn grupp ta' hbieb (SL)				
6* Li għandek hafna komuni man-nies ta' madwarek (SL)				
7 Li m'għadekx hadd qrib (EL)				
8 Li l-interessi u l-ideat tiegħek ma jinqasx minn dawk ta' madwarek (SL)				
9* Persuna soċjevola u persuna amikevoli (NL)				
10* Qrib in-nies (EL)				
11 Thalla barra (SL)				
12 Li r-relazzjonijiet tiegħek ma' haddiehor mhumiex sinifikanti (EL)				
13 Li hadd ma jafek sew (EL)				
14 Izolat minn oħrajn (SL)				
15* Tista' ssib il-kumpanija meta trichi (SL)				
16* Li hemm nies li verament jifhmuk (EL)				
17 Persuna misthija (NL)				
18 Li n-nies huma madwarek imma mhux miegħek (SL)				
19* Li hemm nies li tista' titkellem magħhom (SL)				
20* Li hemm nies li tista' tirrikorri lejhom (EL)				

Scoring:  
Items that are asterisked should be reversed (1=4, 2=3, 3=2, 4=1), and the scores for each item then are summed together. Higher scores indicate greater degrees of loneliness.  
(EL) Emotional Loneliness, (SL) Social Loneliness, (NL) No Loneliness

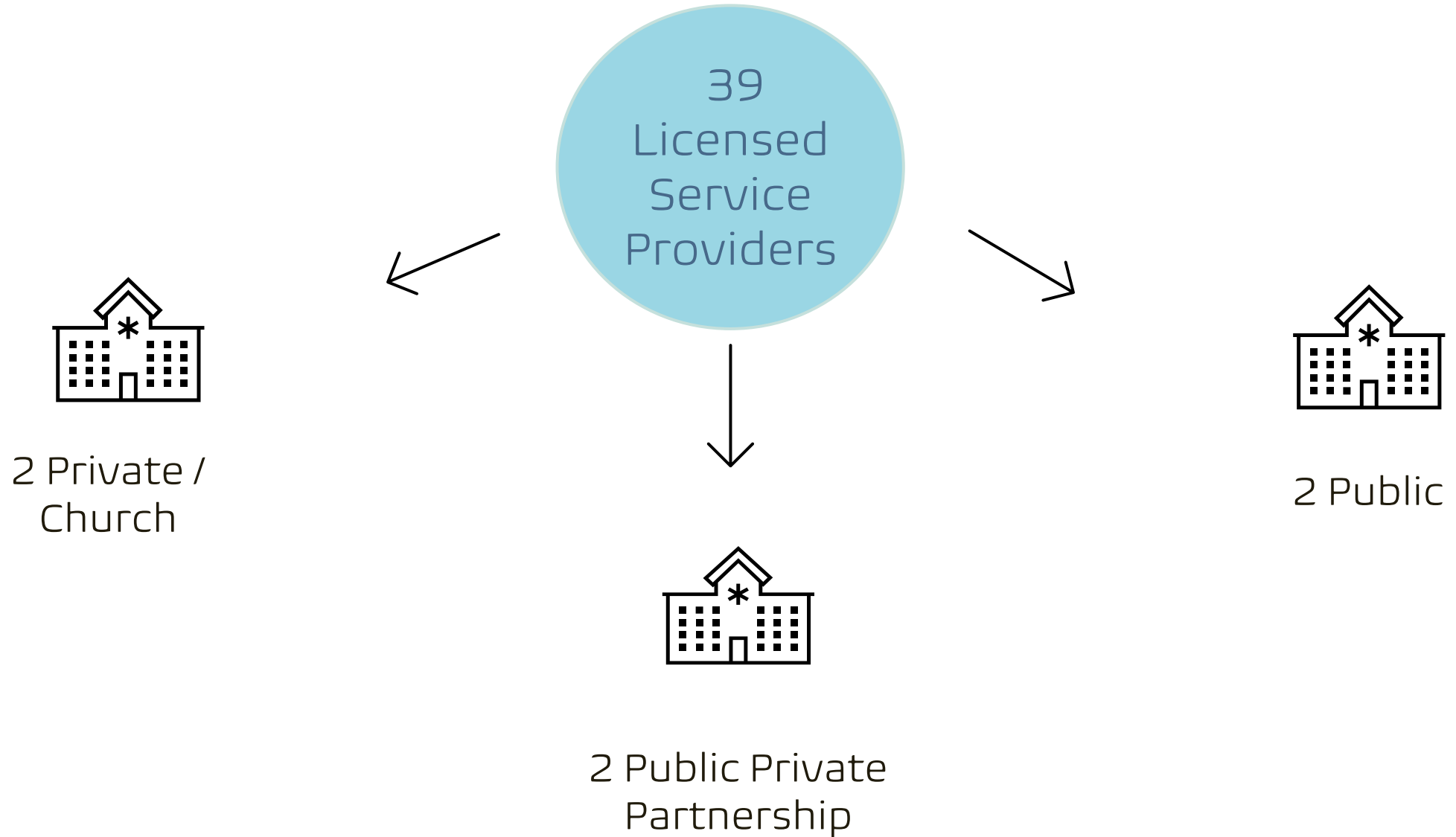


# Statistics from Residential Homes regarding Visits / month



# Selection

## Identify the number of Residential Care Homes

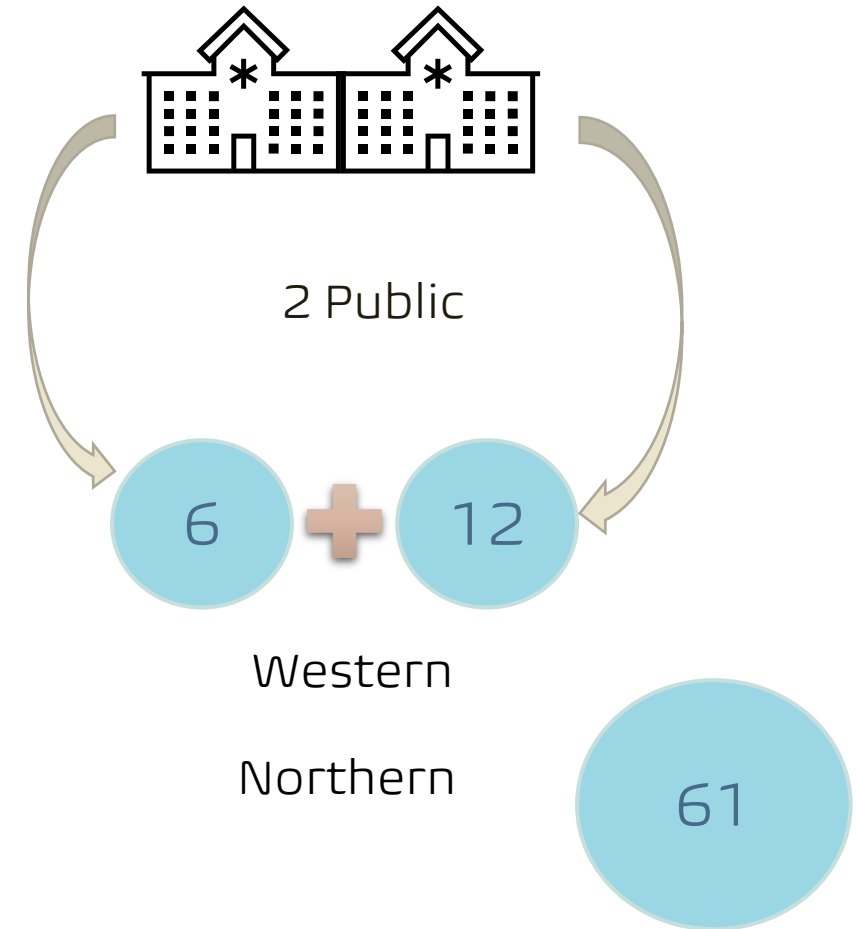
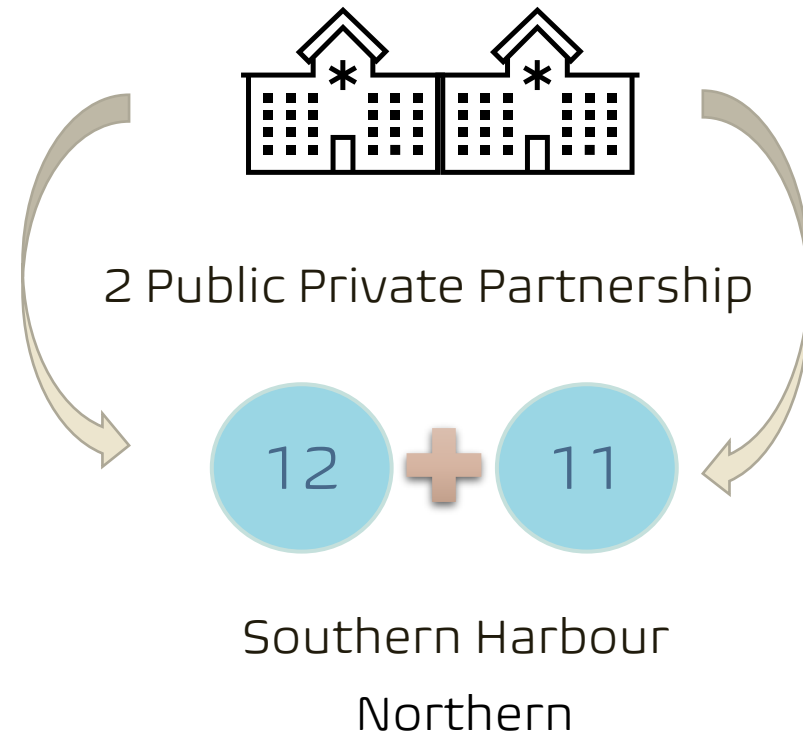
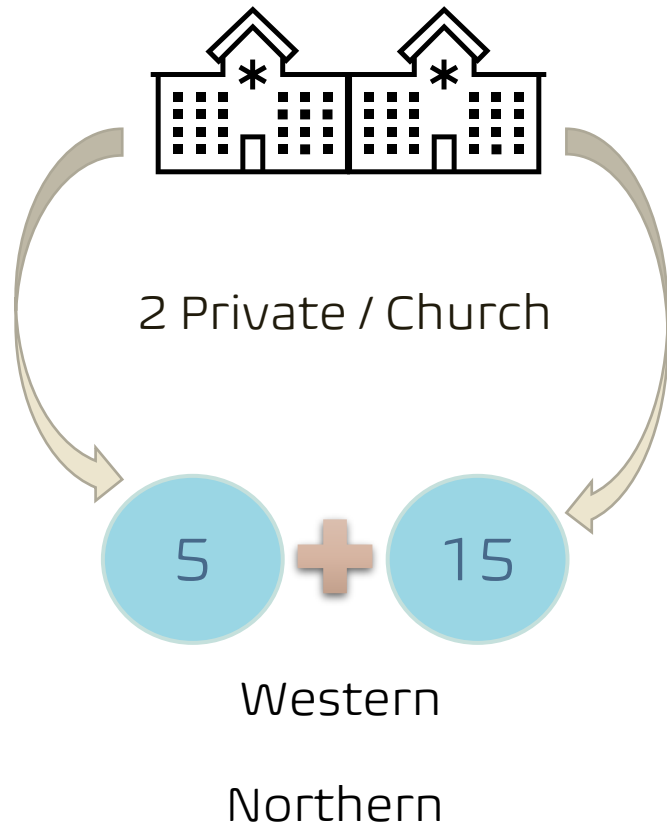




# Selection

## Identify the number of Interviewees / Home

10% of Residents  
Excluding Cognitive Impaired residents



# Selection

## Identify the Interviewees



### Data Collection Visitation



Data as at: 31/01/2023

10% = 12 pax

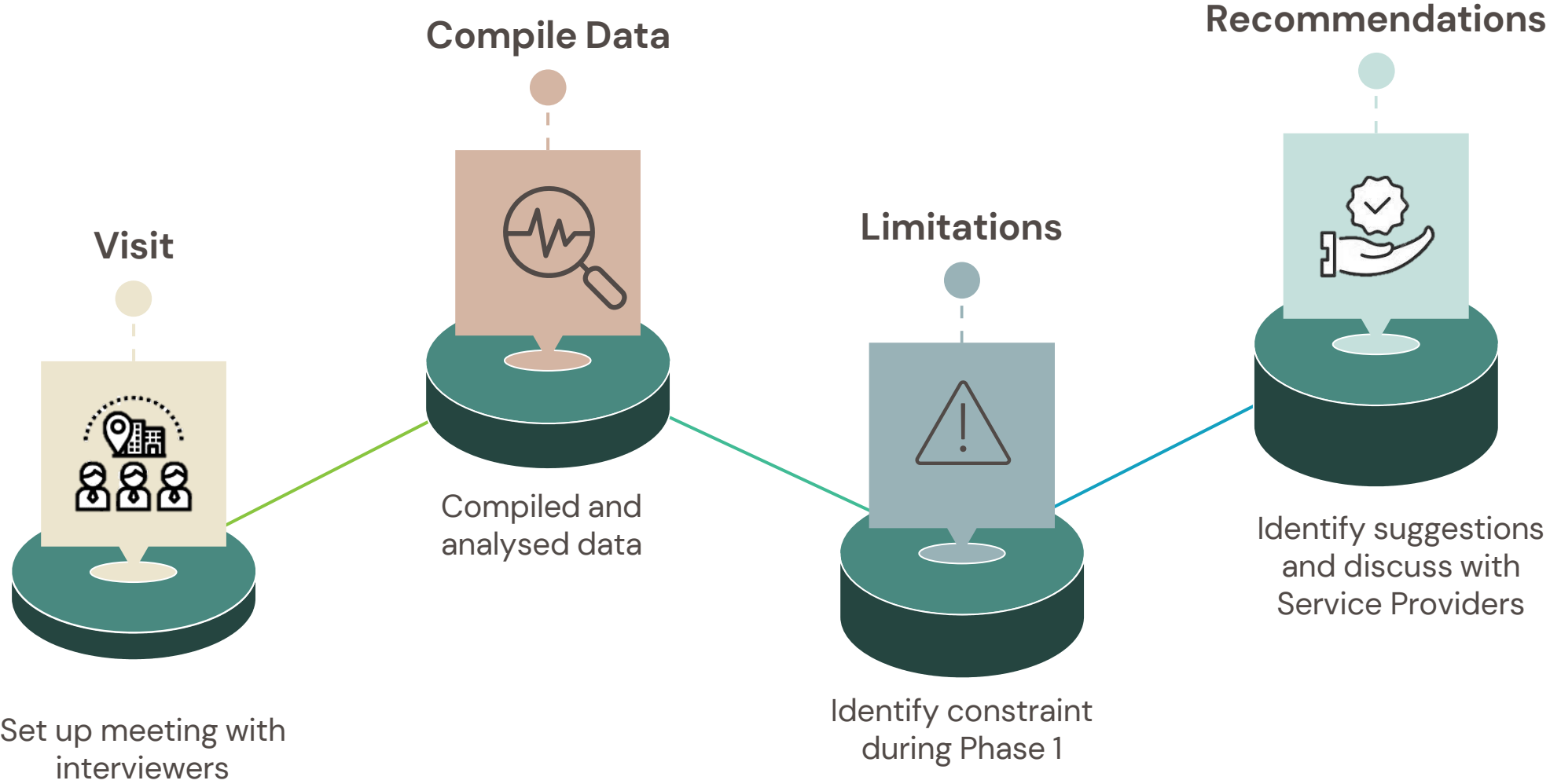
	Frequency of visits (per month)						Random List	Optio	optio	Optio
	0	1-3	4-7	8-14	15-21	22+				
1	✓						0.162176			
2	✓						0.277851			
3	✓						0.500164			3
5		✓					0.999845	1		
6		✓					0.97959	1		
7		✓					0.911743		2	
8		✓					0.807581		2	
9		✓					0.779077			3
10		✓					0.756182			3
21			✓				0.007784	1		
22			✓				0.175344	1		
23			✓				0.225897		2	
24			✓				0.264921		2	
25			✓				0.4629			3

Random Formula was used to identify the 10% of Residents.

Service Providers to identify whether residents were Cognitive Impaired

# SCSA Course of action based on Research & Monitoring

## Pilot Project – Phase 2







# Visit



Approx. 30 mins / resident

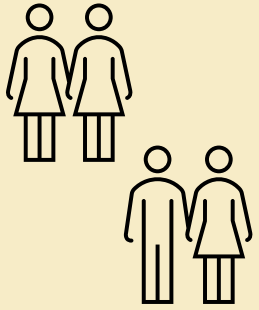


Resident's bedroom or assigned location within residential home



Friendly approach

# Visit



Two SCSA  
Assessors /  
interview



Resident's face  
enlightened when  
we asked them on  
their past ....

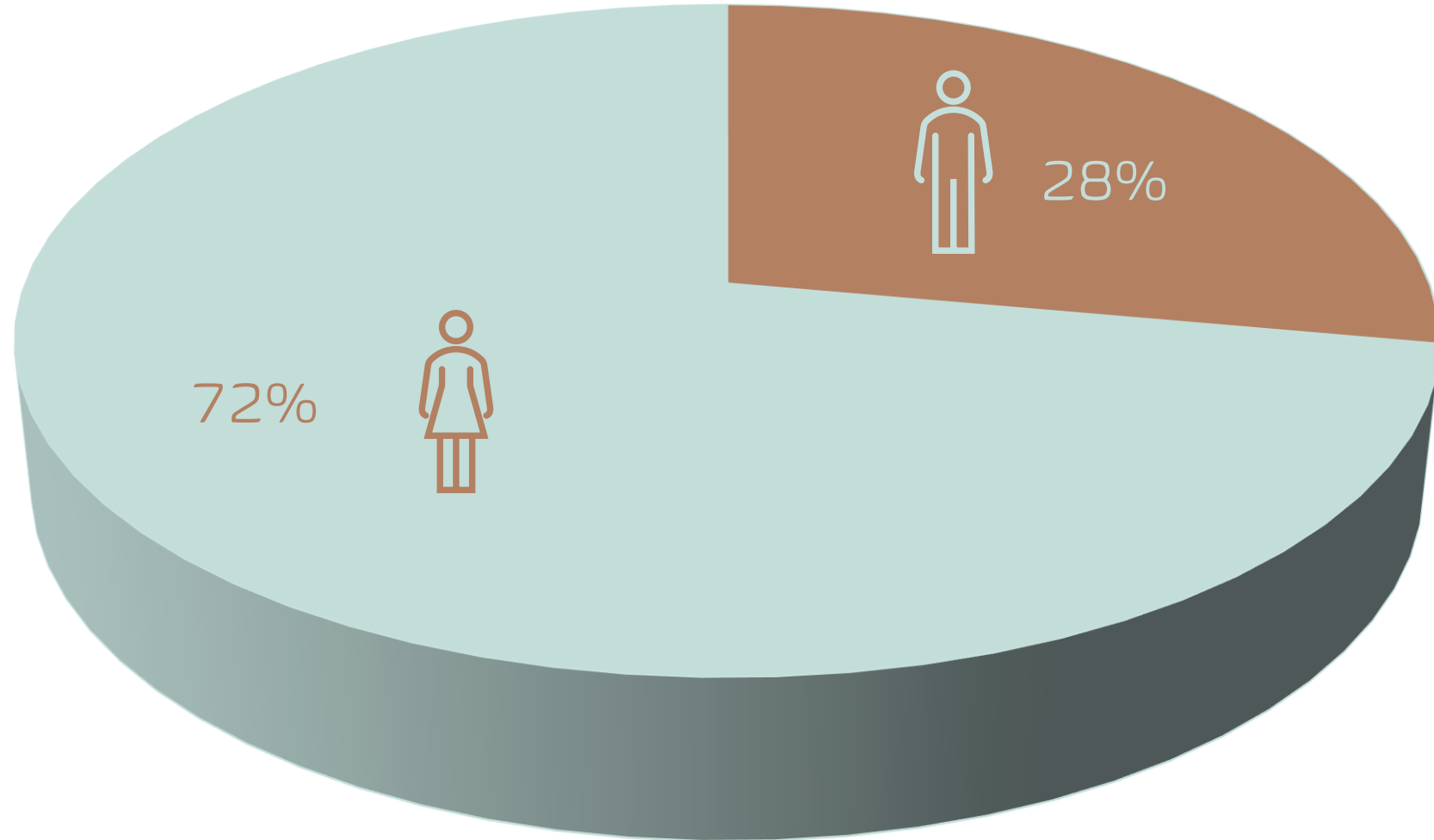
Requested us to  
visit them again to  
talk with them!

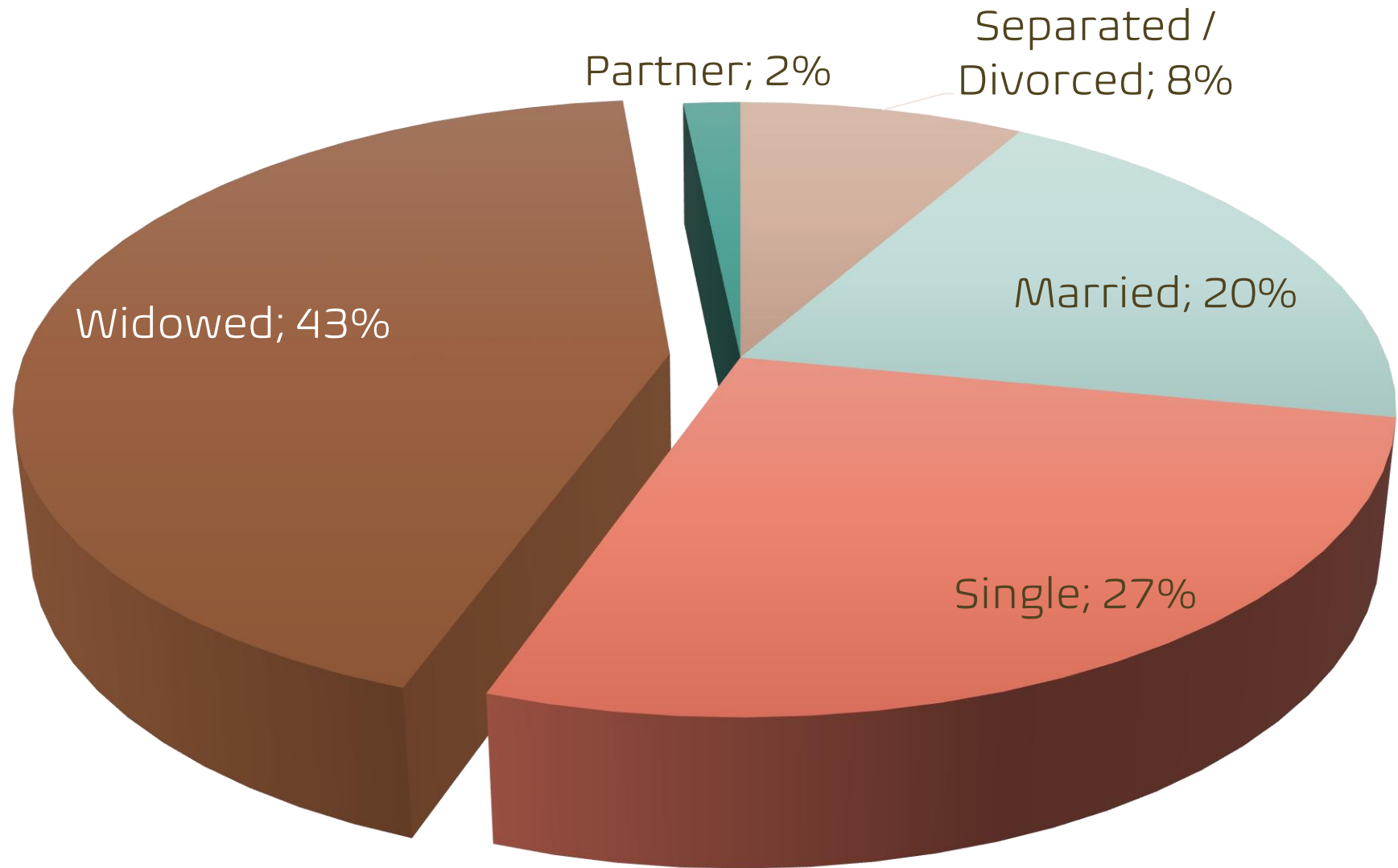














"43% are widowed"

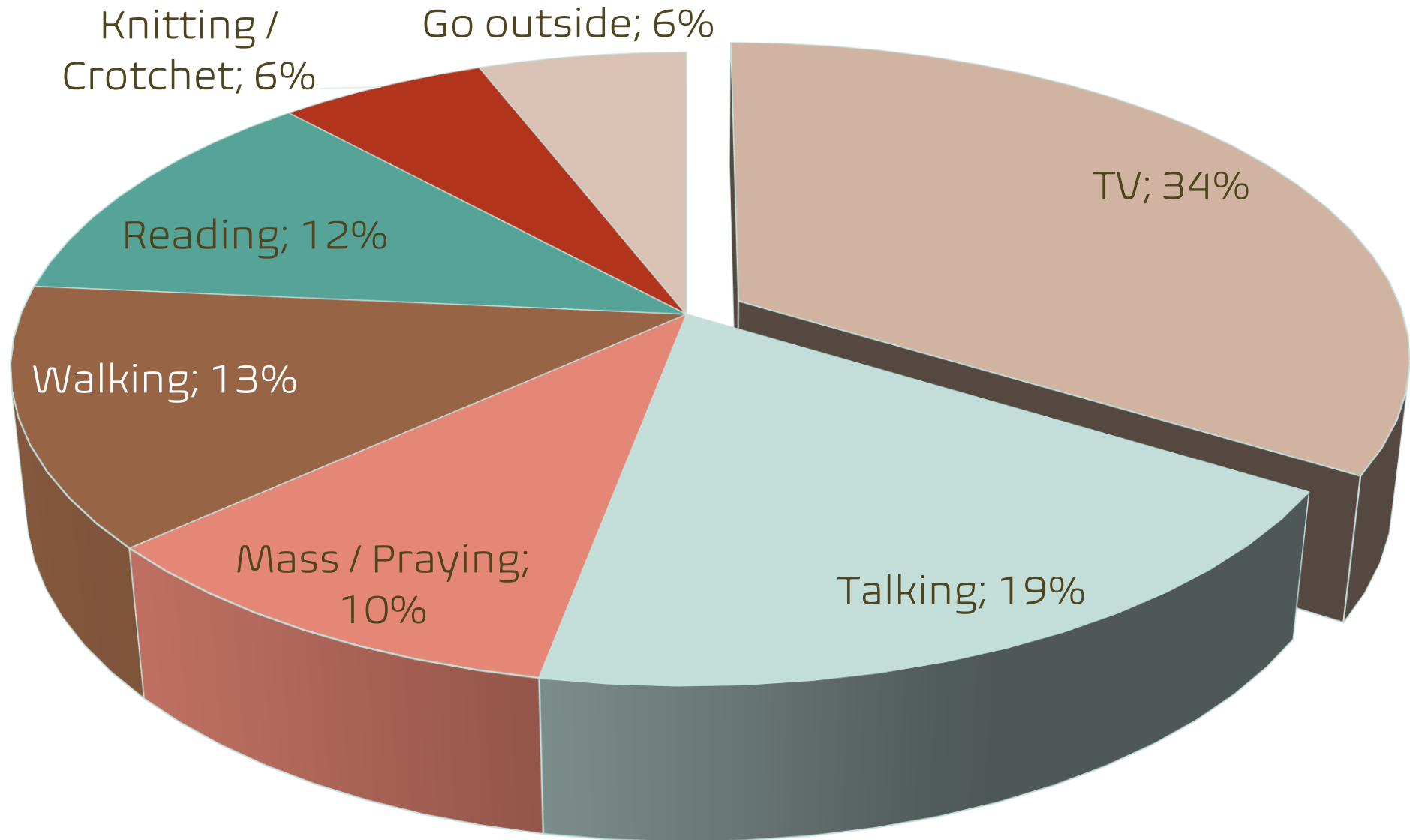
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Are these individuals given support to learn living independently, after all those years being taken care of or take care for their husband or wife respectively?

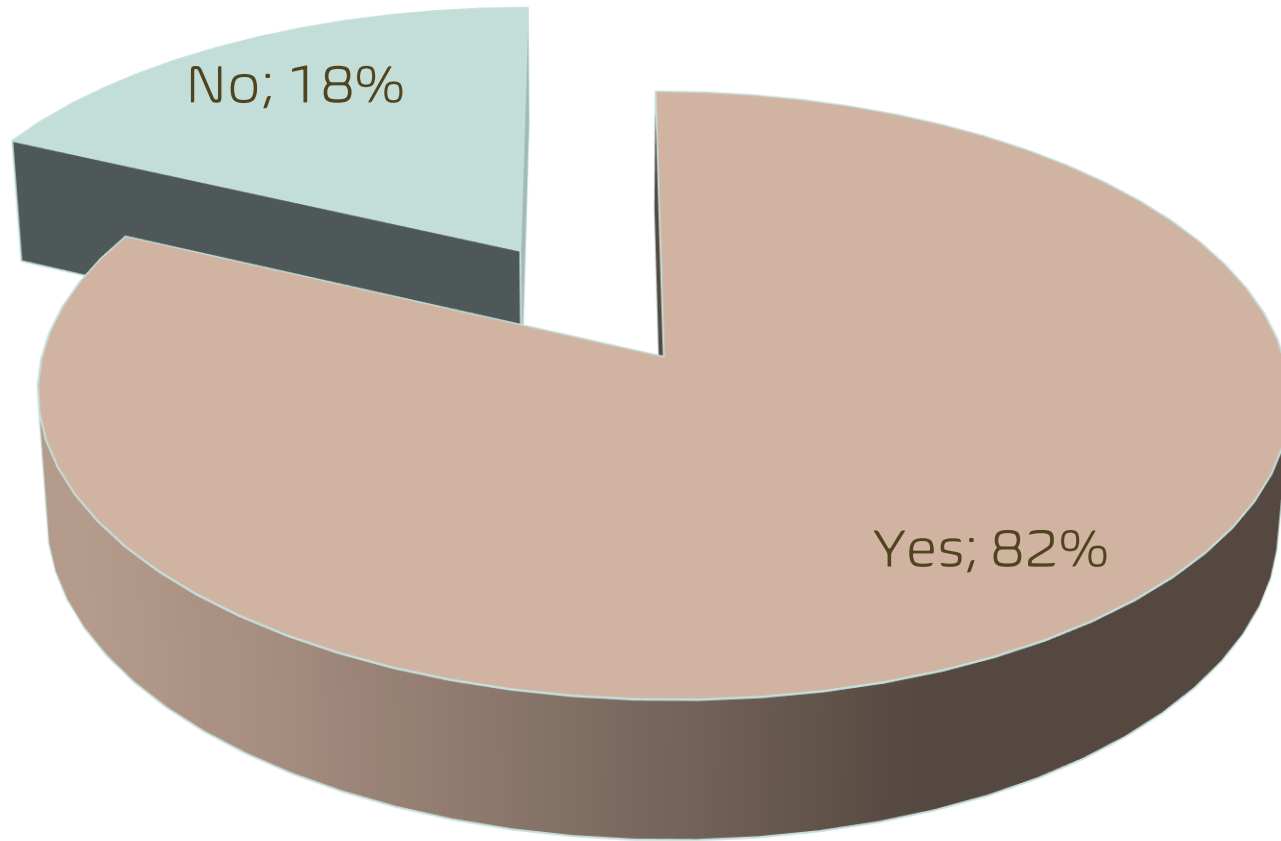


*How are interviewees spending their time?*







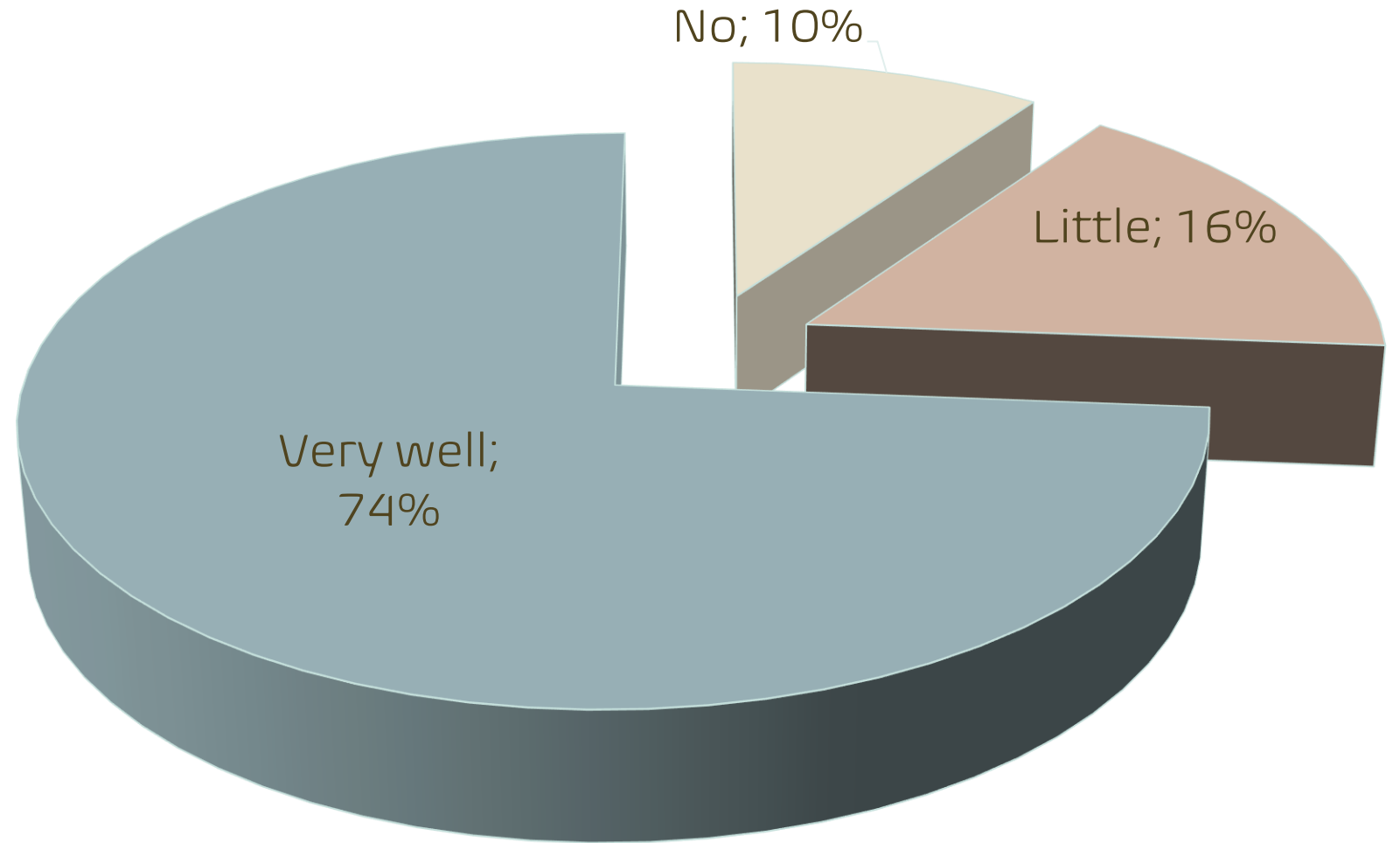


Made Friends?

Individuals living alone managed to find friends within a residential care home

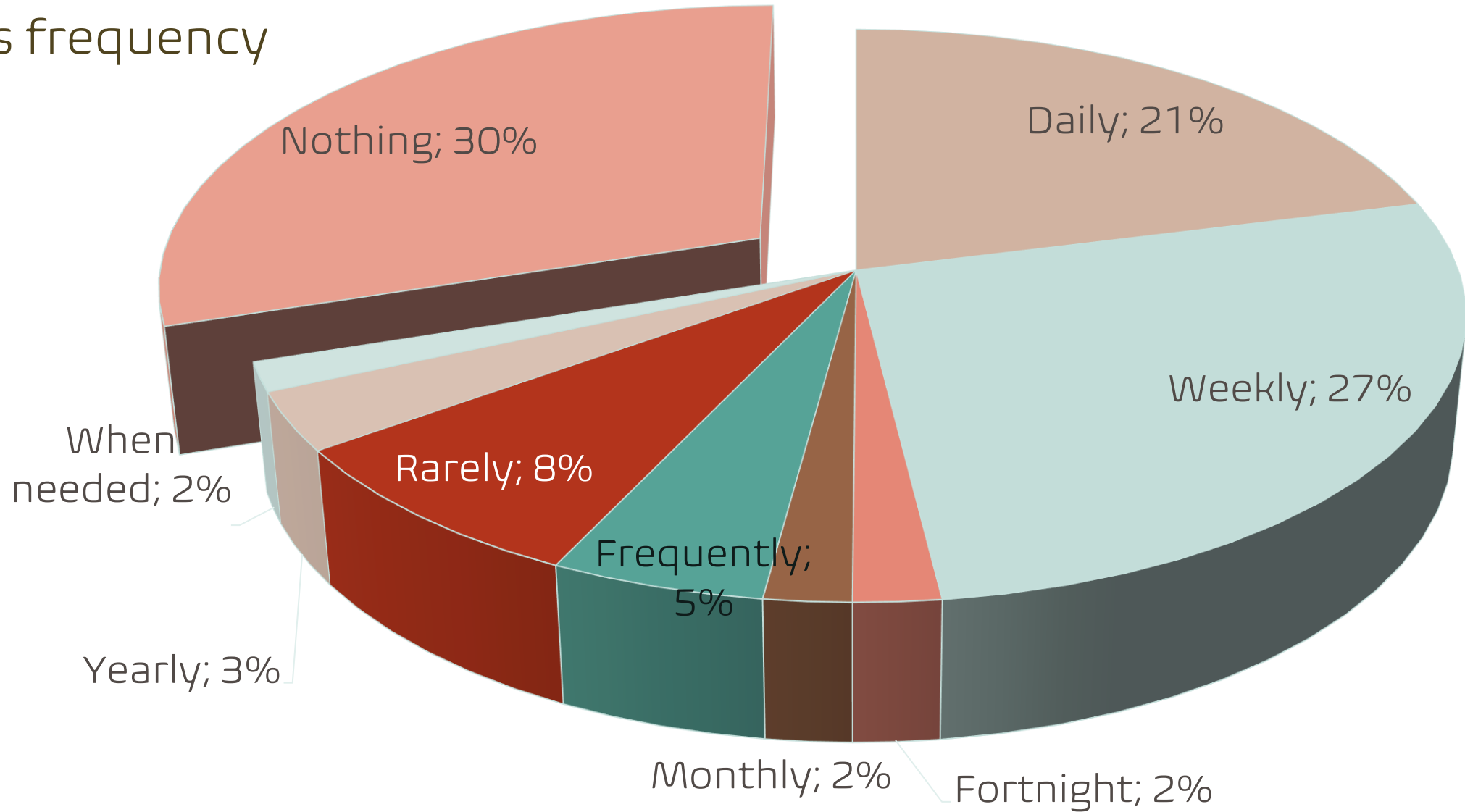


Are residents understood by family members?



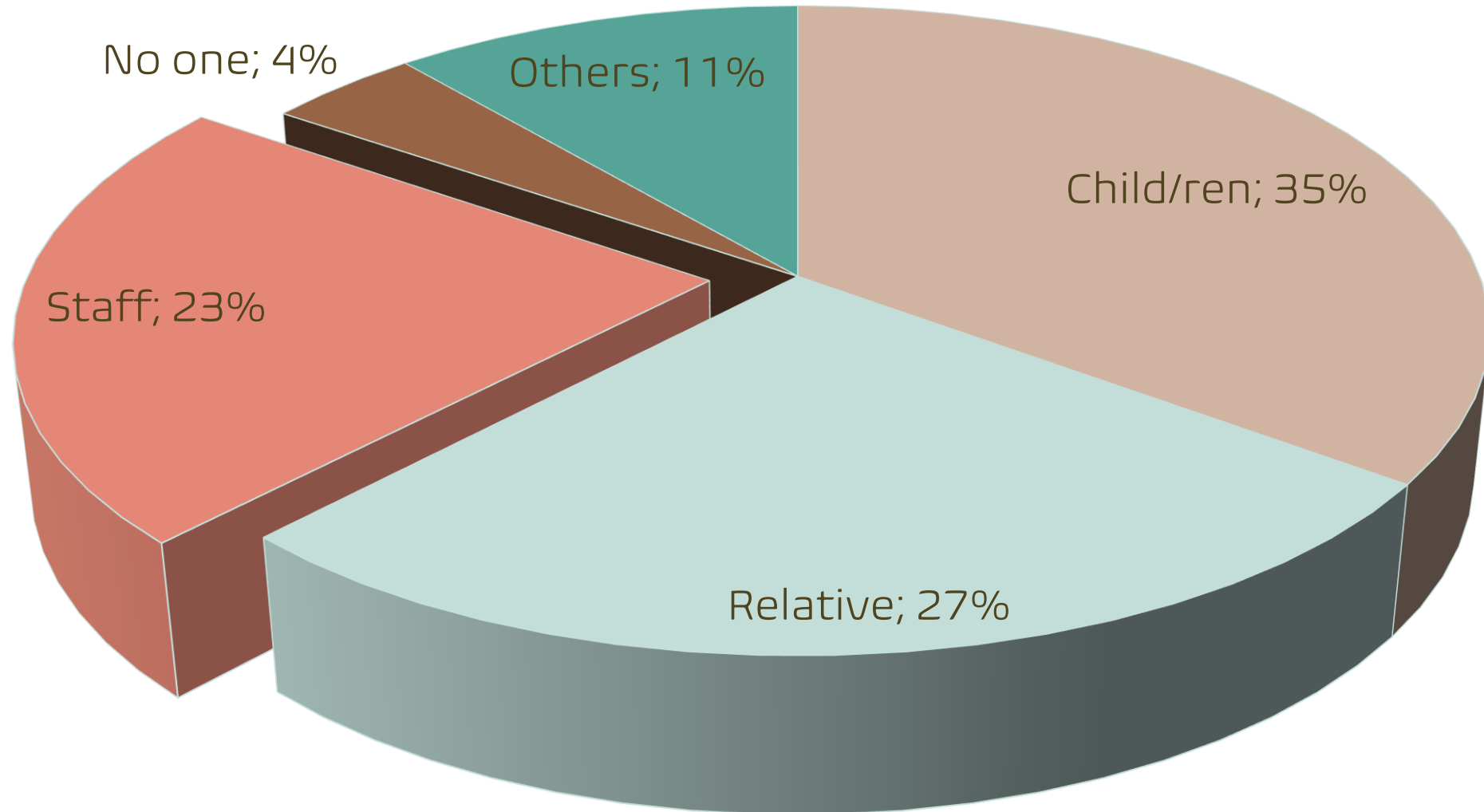


Visits frequency





Decisions are taken with



Individuals prefer to be isolated



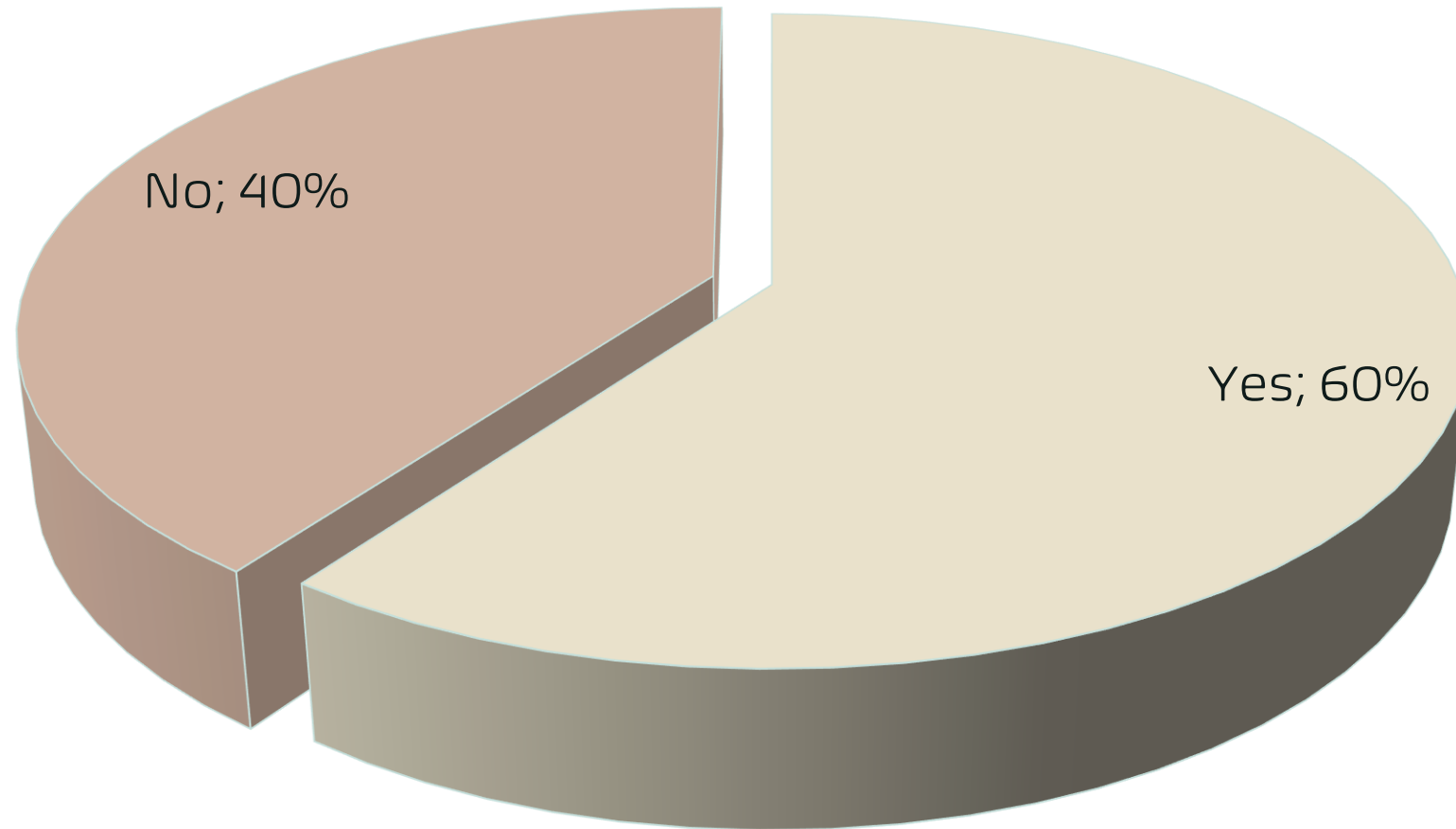
“Staff take it for granted that residents are not interested in participating in activities”

---





Participation



“

Why don't you participate in activities?

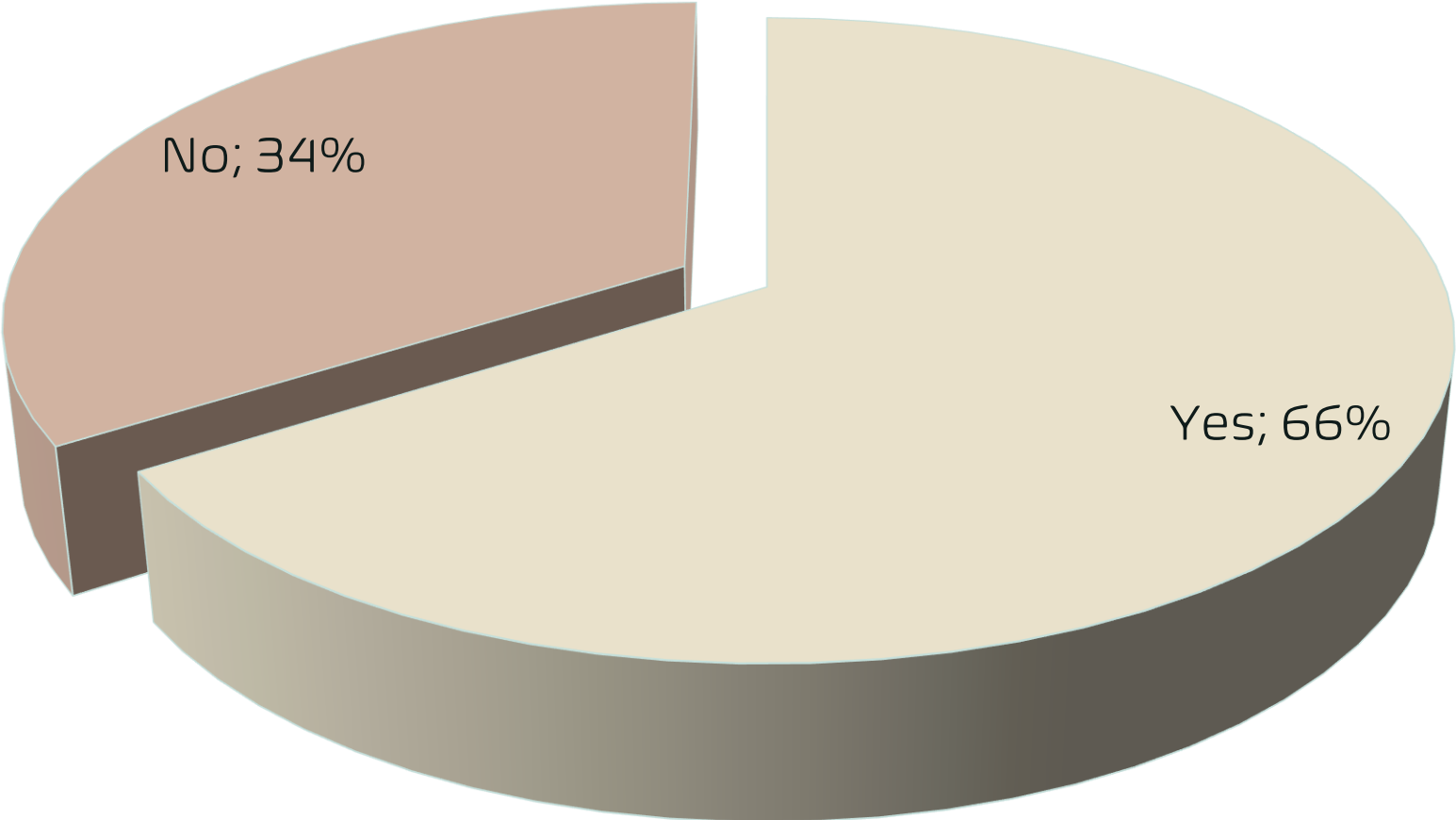
*I am not interested. Prefer staying alone in my room!*

”



Activities are not tailormade according to residents preference!!

Encouragement



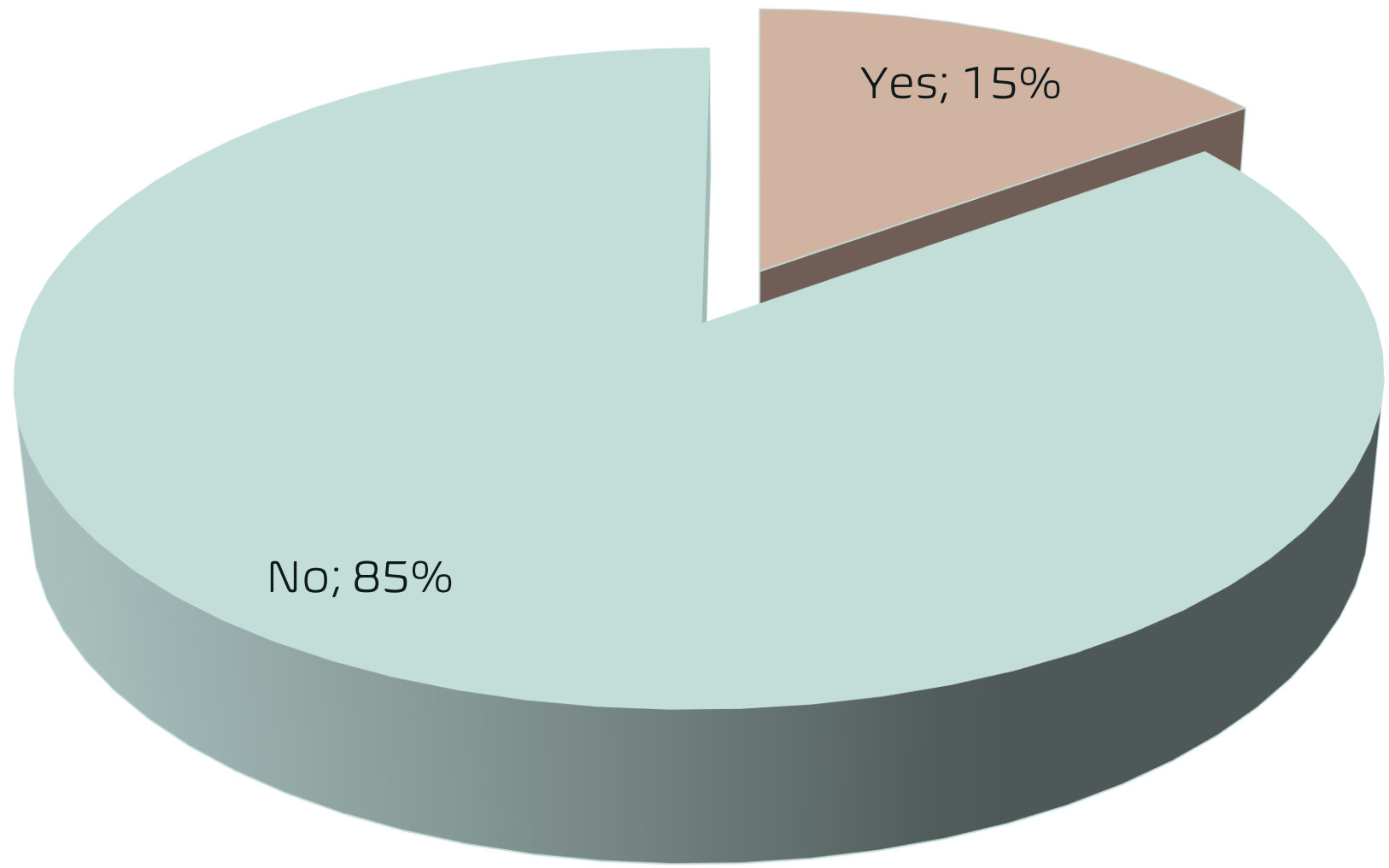


“Language Barrier”

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Use of internet

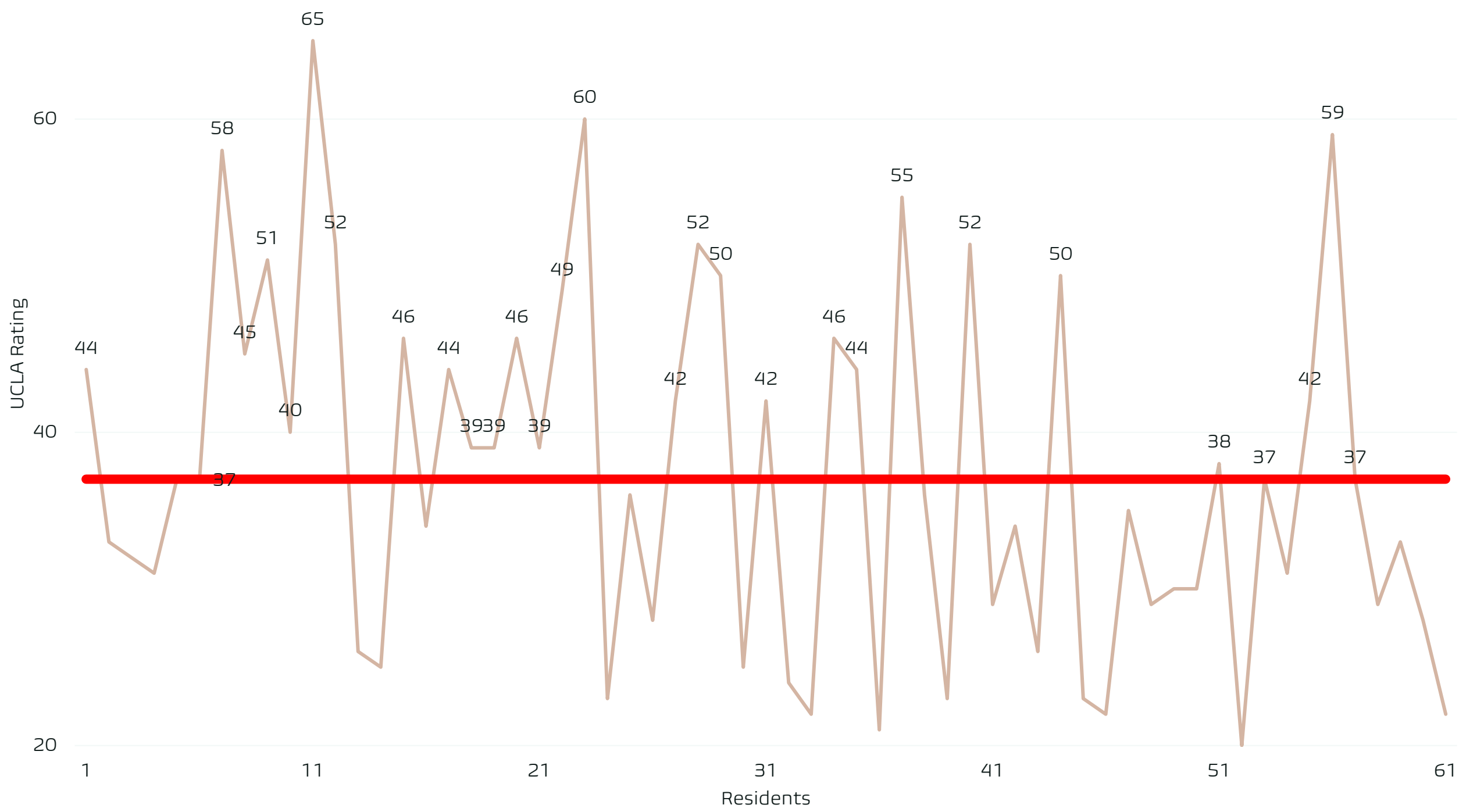




The **UCLA Loneliness Scale** is a commonly-used measure of loneliness.

The **lower the rating** the less the individual feels lonely

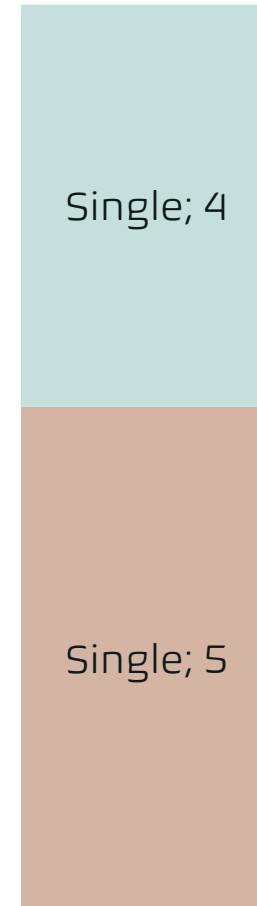
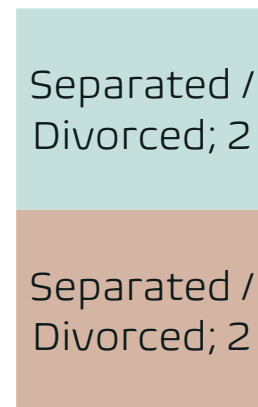
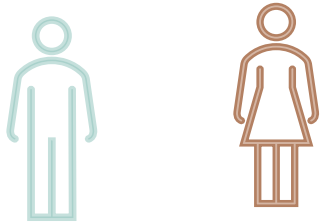


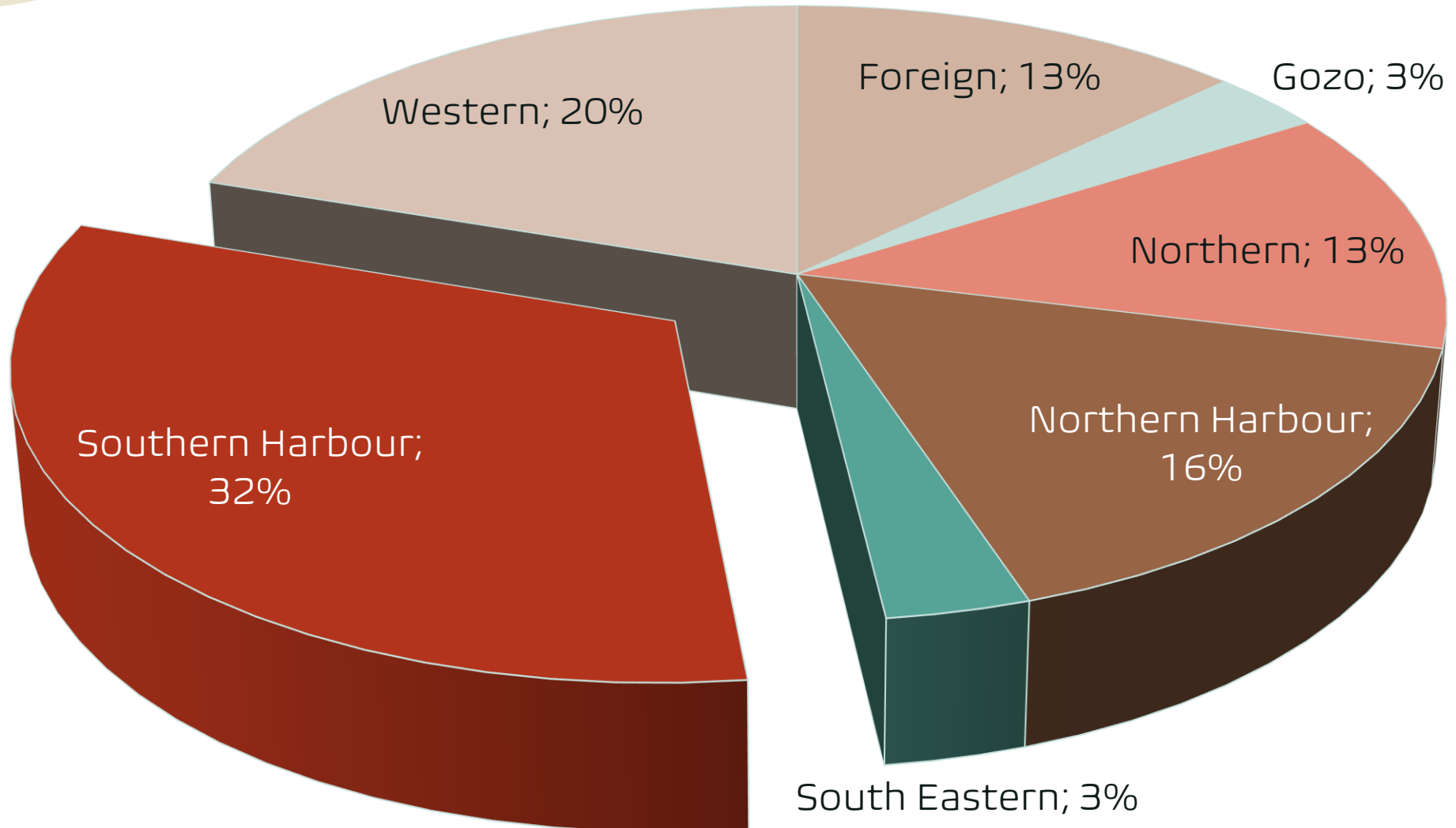


Statistics based on 61 participants

UCLA Average Range 37

31 Participants obtained  $\geq 37$



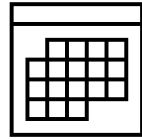




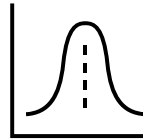
# Limitations

## Limitations found in this study

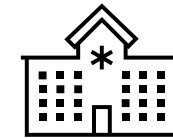
Time



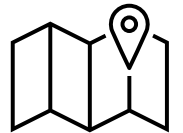
Sample Size

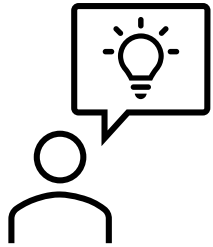


Number of homes

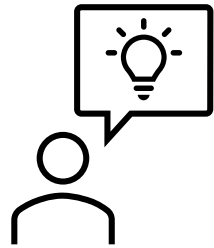


Locations

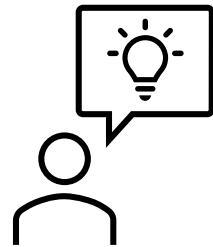




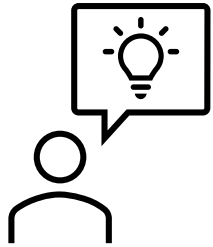
Resident's Personalised Portfolio



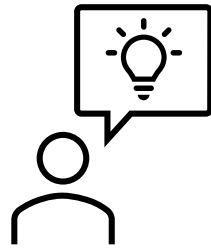
Activity Committee



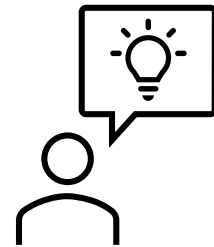
Enforcement of Mental Health First Aid



Promoting Community Services



Psychological services for Older Persons

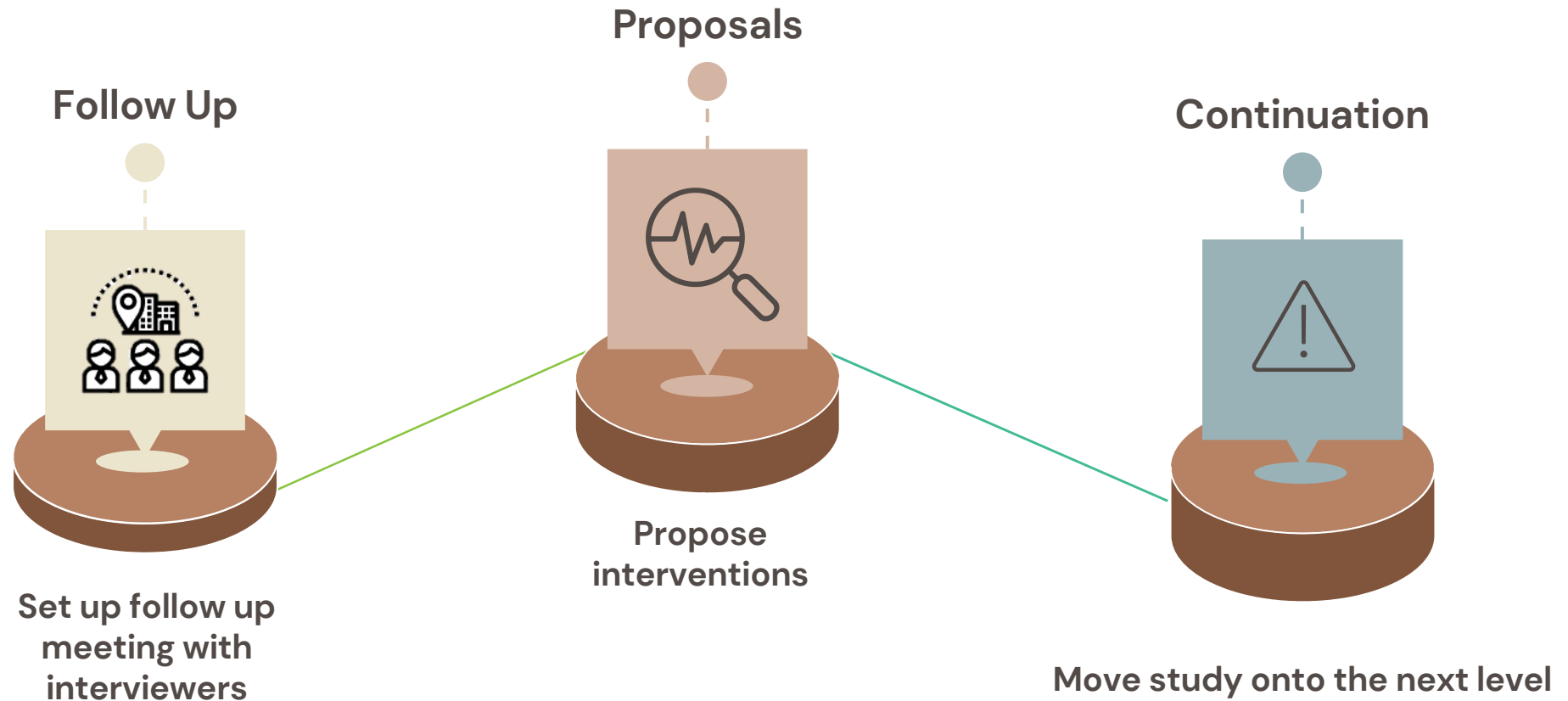


Creating awareness that residents' primary carers remain their family



# SCSA Course of action based on Research & Monitoring

## Pilot Project – Phase 3





Grazzi







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