**Ask IMPACT search strategy**

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| Title of review | COVID was a terrible tragedy, and it’s still with us now. However, we also learned a lot about how to manage change in the middle of a crisis – what are some of the key lessons? |
| Linked IMPACT activity | Ask IMPACT |
| Date of search | 30th January 2023 |
| Authors of review | Christian Bohm and Rachel Posaner |
| Type of review | Full review (HMIC, Social Policy & Practice, SSCI, Medline and ASSIA- 2017-22) + additional search of ‘grey’ literature (2021-22) (Google search, with separate searches for each of the four nations and a later background search for any key resources from outside the care sector) |

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| **Title of database and dates covered** | **Name of the database provider / host (e.g. OVID)** | **Date search conducted and dates covered by the search (e.g. 1990- February week 3, 2016)** | **File Name** | **Results** |
| HMIC | Ovid | 30/01/2023 | [IMPACT\_COVID\_FINALHMIC30012023](https://ovidsp.dc1.ovid.com/ovid-b/ovidweb.cgi?S=BHHJFPJHONACEBAEKPMJBGNMFJBEAA00&Edit+Search=37&tab=search) | 73 |
| Social Policy & Practice | Ovid | 30/01/2023 | [IMPACT\_COVID\_FINALSPP30012023](https://ovidsp.dc1.ovid.com/ovid-b/ovidweb.cgi?S=BHHJFPJHONACEBAEKPMJBGNMFJBEAA00&Edit+Search=35&tab=search) | 193 |
| SSCI | Clarivate | 30/01/2023 |  | 102 |
| Medline | Ovid | 30/01/2023 | [IMPACT\_COVID\_FINALMEDLINE30012023](https://ovidsp.dc1.ovid.com/ovid-b/ovidweb.cgi?S=BHHJFPJHONACEBAEKPMJBGNMFJBEAA00&Edit+Search=36&tab=search) | 58 |
| ASSIA | ProQuest | 30/01/2023 |  | 82 |
| **Results** |  |  |  | **508** |
| **FINAL SEARCH RESULTS (after de-duplication)** |  |  |  | **446** |

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| Search terms used (if relevant) | Search for: limit 13 to yr = "2017 - Current"    Results: **508** – reduced to the list below after reviewing titles/abstracts (and full text where needed)    Search Strategy    De. Means descriptor, bracket is the number of responses  Social Policy & Practice  --------------------------------------------------------------------------------   |  |  |  | | --- | --- | --- | | # | Query | Results from 30 Jan 2023 | | 1 | ((corona\* or corono\*) adj1 (virus\* or viral\* or virinae\*)).ti,ab. | 11 | | 2 | covid-19.de. | 2,683 | | 3 | (coronavirus\* or coronovirus\* or coronavirinae\* or Coronavirus\* or Coronovirus\* or Wuhan\* or Hubei\* or Huanan or "2019-nCoV" or 2019nCoV or nCoV2019 or "nCoV-2019" or "COVID-19" or COVID19 or "CORVID-19" or CORVID19 or "WN-CoV" or WNCoV or "HCoV-19" or HCoV19 or CoV or "2019 novel\*" or Ncov or "n-cov" or "SARS-CoV-2" or "SARSCoV-2" or "SARSCoV2" or "SARS-CoV2" or SARSCov19 or "SARS-Cov19" or "SARSCov-19" or "SARS-Cov-19" or Ncovor or Ncorona\* or Ncorono\* or NcovWuhan\* or NcovHubei\* or NcovChina\* or NcovChinese\*).ti,ab. | 5,172 | | 4 | "severe acute respiratory syndrome\*".ti,ab. | 43 | | 5 | pandemic$.ti,ab. | 4,235 | | 6 | 1 or 2 or 3 or 4 or 5 | 5,607 | | 7 | (lesson$ or positive$ or learn$ or success$ or win$ or evaluat$ or effective$ or innovation$ or best practice$ or good practice$ or case stud$).ti. | 37,742 | | 8 | adult social care.de. | 2,589 | | 9 | adult social care$.ti,ab. | 3,367 | | 10 | (social work$ or social workers).de. | 40,705 | | 11 | social services.de. | 33,844 | | 12 | (social care staff or social care or social services).de. | 38,182 | | 13 | (social care$ or social service$ or social work$ or human service$ or social support$ or "care and support$" or care assistant$).ti,ab. | 78,253 | | 14 | (mental health or care homes or nursing homes or learning disabilities or severe learning disabilities or care homes or residential care or home care).de. | 46,574 | | 15 | (mental health$ or learning disabilit$ or care home$ or residential home$ or nursing home$ or old age home$).ti,ab. | 49,763 | | 16 | 8 or 9 or 10 or 11 or 12 or 13 or 14 or 15 | 157,336 | | 17 | (student$ or kid$ or teen$ or child$ or young or "public health$").ti,ab. | 141,358 | | 18 | 6 and 7 and 16 | 291 | | 19 | 18 not 17 | 193 |   HMIC   |  |  |  | | --- | --- | --- | | # | Query | Results from 30 Jan 2023 | | 1 | ((corona\* or corono\*) adj1 (virus\* or viral\* or virinae\*)).ti,ab. | 3 | | 2 | exp Coronaviruses/ | 331 | | 3 | (coronavirus\* or coronovirus\* or coronavirinae\* or Coronavirus\* or Coronovirus\* or Wuhan\* or Hubei\* or Huanan or "2019-nCoV" or 2019nCoV or nCoV2019 or "nCoV-2019" or "COVID-19" or COVID19 or "CORVID-19" or CORVID19 or "WN-CoV" or WNCoV or "HCoV-19" or HCoV19 or CoV or "2019 novel\*" or Ncov or "n-cov" or "SARS-CoV-2" or "SARSCoV-2" or "SARSCoV2" or "SARS-CoV2" or SARSCov19 or "SARS-Cov19" or "SARSCov-19" or "SARS-Cov-19" or Ncovor or Ncorona\* or Ncorono\* or NcovWuhan\* or NcovHubei\* or NcovChina\* or NcovChinese\*).ti,ab. | 2,127 | | 4 | "severe acute respiratory syndrome\*".ti,ab. | 163 | | 5 | exp Pandemics/ or pandemic$.ti,ab. | 3,610 | | 6 | 1 or 2 or 3 or 4 or 5 | 4,341 | | 7 | (lesson$ or positive$ or learn$ or success$ or win$ or evaluat$ or effective$ or innovation$ or best practice$ or good practice$ or case stud$).ti. | 29,453 | | 8 | exp Social care/ or adult social care.mp. | 28,450 | | 9 | adult social care$.ti,ab. | 1,036 | | 10 | exp social work/ or exp social workers/ | 8,818 | | 11 | exp social services/ | 1,914 | | 12 | exp Social care staff/ | 4,219 | | 13 | (social care$ or social service$ or social work$ or human service$ or social support$ or "care and support$" or care assistant$).ti,ab. | 28,927 | | 14 | exp Mental health/ | 6,759 | | 15 | exp Mental health services/ | 11,679 | | 16 | exp Care homes/ | 4,793 | | 17 | exp Nursing homes/ | 1,713 | | 18 | exp Learning disabilities/ | 6,608 | | 19 | exp Severe learning disabilities/ | 100 | | 20 | exp Residential care/ | 5,969 | | 21 | exp Home care/ | 5,455 | | 22 | (mental health$ or learning disabilit$ or care home$ or residential home$ or nursing home$ or old age home$).ti,ab. | 25,778 | | 23 | 8 or 9 or 10 or 11 or 12 or 13 or 14 or 15 or 16 or 17 or 18 or 19 or 20 or 21 or 22 | 81,935 | | 24 | 6 and 7 and 23 | 83 | | 25 | (student$ or kid$ or teen$ or child$ or young or "public health$").ti,ab. | 55,088 | | 26 | 24 not 25 | 73 |     Medline   |  |  |  | | --- | --- | --- | | # | Query | Results from 30 Jan 2023 | | 1 | ((corona\* or corono\*) adj1 (virus\* or viral\* or virinae\*)).ti,ab. | 2,135 | | 2 | \*COVID-19/ | 162,289 | | 3 | (coronavirus\* or coronovirus\* or coronavirinae\* or Coronavirus\* or Coronovirus\* or Wuhan\* or Hubei\* or Huanan or "2019-nCoV" or 2019nCoV or nCoV2019 or "nCoV-2019" or "COVID-19" or COVID19 or "CORVID-19" or CORVID19 or "WN-CoV" or WNCoV or "HCoV-19" or HCoV19 or CoV or "2019 novel\*" or Ncov or "n-cov" or "SARS-CoV-2" or "SARSCoV-2" or "SARSCoV2" or "SARS-CoV2" or SARSCov19 or "SARS-Cov19" or "SARSCov-19" or "SARS-Cov-19" or Ncovor or Ncorona\* or Ncorono\* or NcovWuhan\* or NcovHubei\* or NcovChina\* or NcovChinese\*).ti,ab. | 221,287 | | 4 | "severe acute respiratory syndrome\*".ti,ab. | 26,921 | | 5 | \*pandemics/ or \*coronavirus/ | 37,975 | | 6 | 1 or 2 or 3 or 4 or 5 | 235,221 | | 7 | (lesson$ or positive$ or learn$ or success$ or win$ or evaluat$ or effective$ or innovation$ or best practice$ or good practice$ or case stud$).ti. | 1,212,265 | | 8 | \*Organizational Innovation/ or \*"Diffusion of Innovation"/ or \*Evaluation Study/ | 13,832 | | 9 | 7 or 8 | 1,222,465 | | 10 | \*social support/ | 29,005 | | 11 | adult social care$.ti,ab. | 125 | | 12 | \*Social Work/ or \*social workers/ | 11,171 | | 13 | (social care$ or social service$ or social work$ or human service$ or social support$ or "care and support$" or care assistant$).ti,ab. | 86,171 | | 14 | \*residential home/ | 0 | | 15 | \*nursing homes/ | 25,832 | | 16 | \*home care services/ | 26,173 | | 17 | \*mental health services/ | 29,926 | | 18 | (mental health$ or learning disabilit$ or care home$ or residential home$ or nursing home$ or old age home$).ti,ab. | 206,521 | | 19 | \*Mental Health/ or \*Learning Disabilities/ | 41,429 | | 20 | \*learning disabilities/ | 10,530 | | 21 | 10 or 11 or 12 or 13 or 16 or 17 or 18 or 19 or 20 | 347,271 | | 22 | 6 and 9 and 21 | 793 | | 23 | great britain.mp. or exp United Kingdom/ | 390,771 | | 24 | exp England/ | 112,664 | | 25 | exp Scotland/ | 25,999 | | 26 | exp Wales/ | 15,090 | | 27 | exp Northern Ireland/ | 5,214 | | 28 | (United Kingdom or UK or GB or Great Britain or England or Northern Ireland or Scotland or Wales).mp. | 493,470 | | 29 | 23 or 24 or 25 or 26 or 27 or 28 | 509,684 | | 30 | 22 and 29 | 83 | | 31 | (student$ or kid$ or teen$ or child$ or young or "public health$").ti,ab. | 2,709,948 | | 32 | 30 not 31 | 58 | | 33 | 6 and 7 and 21 and 29 | 83 | | 34 | 33 not 31 | 58 |   Social Science Citation Index  TS=(Covid\* or corona\* or SARS\* or pandemic\*) AND TS=("adult social care" or "social service\*" or "social work\*" or "human service\*" or "social support\*" or "care and support\*" or "care assistant\*" or “mental health” or “care home\*” or “nursing home\*” or “learning disability\*” or “residential care” or “home care”) AND (TI=(lesson\* or positive\* or learn\* or success\* or win\* or evaluat\* or effective\* or innovation\* or "best practice\*" or "good practice\*") OR TS=(evaluation or innovation or “organi\*ational learning” or “good practice\*” or “case stud\*”))  102 results if filtered to UK and its nations, 2010 onwards, selected WoS categories only.  NB. In both cases we used the built-in filters.  ASSIA  noft(Covid\* or corona\* or SARS\* or pandemic\*) AND noft("adult social care" or "social service\*" or "social work\*" or "human service\*" or "social support\*" or "care and support\*" or "care assistant\*" or “mental health” or “care home\*” or “nursing home\*” or “learning disability\*” or “residential care” or “home care”) AND (title(lesson\* or positive\* or learn\* or success\* or win\* or evaluat\* or effective\* or innovation\* or "best practice\*" or "good practice\*") OR noft(evaluation or innovation or “organi\*ational learning” or “good practice\*” or “case stud\*”))  82 results if filtered to UK and its nations, also 2010 onwards.  **‘Grey’ literature search**   * “social care” AND covid AND (learning or innovation or lesson) * “social care” AND pandemic AND (learning or innovation or lesson) |
| Criteria for including items | Inclusion   * Adult social care * Social care innovations/change * Innovations for longer term improvement of adult social care * UK only * Peer-reviewed material and/or formal/official reports authored by leading national bodies/charities/professional bodies   Exclusion   * Anything not related to adult social care e.g. children/families * Social work education e.g. continuing professional development etc * Vaccinations * Infection control * Short term responses to the pandemic * International research is excluded unless combined with UK research * Non-peer reviewed blogs and news items etc |
| **Comment on whether evidence overall included perspectives of people who draw on care and support or carers and if so, how effectively** | Yes - a number of sources draw on lived experience and/or are written by organisations that champion lived experience. |
| **Comment on whether evidence overall included perspectives of people who work in services and if so, how effectively** | Yes – the experience of various front-line workers is included in a number of sources |
| **Comment on equality, diversity and inclusion as addressed in the review** | There was not a lot in the literature that touched on equality, diversity and inclusion. This feels a key gap to highlight in our communications and engagement |
| Summary of key conclusions of this review and implications for practice (please itemise) | Headline findings: What worked well can be themed according to:   * Families, communities and the voluntary sector * Making better use of technology * Personalisation and partnerships * Leadership and team working * Focusing on what matters and supporting each other |
| Number of items included | Items included in review (layout as downloaded from database prior to editing for IMPACT house style):  **Formal databases**   1. Crellin, N., Sherlaw-Johnson, C., Hutchings, R., Oung, C., Rolewicz, L., Kumpunen, S. and Scobie, S. (2021) '10 practical lessons for implementing digital innovations: learning from the Care City test bed'. 2. Caroline, W. and et al. (2021) Caring from a distance: what can we learn from carers' experiences of using new and familiar ways to stay in touch with family and friends in care homes during COVID-19? 3. 'Digital innovation in adult social care: how we’ve been supporting communities during Covid-19', (2020). 4. Sally, W. and Jo, G. (2020) "Don't ever call us unskilled again!'': learning from the experience of support workers during Covid-19. 5. Sherlaw-Johnson, C., Crellin, N., Hutchings, R., Oung, C., Rolewicz, L., Elias, L., Kumpunen, S., Castle-Clarke, S., Cummins, L., Fulop, N., Doherty, P., Harrison, A. and Scobie, S. (2021) 'Evaluation of the Care City Wave 2 test bed: final report'. 6. Wherton, J. and Greenhalgh, T. (2021) Evaluation of the Near Me video consulting service in Scotland during COVID-19, 2020. 7. Frontier, E. (2021) Health and social care innovation, research and collaboration in response to COVID-19: evidence report. 8. Mannion, R., Konteh, F. H. and Jacobs, R. 'Impact of COVID-19 in mental health trusts', JOURNAL OF HEALTH SERVICES RESEARCH & POLICY. 9. Fowler-Davis, S., Cholerton, R., Philbin, M., Clark, K. and Hunt, G. (2022) 'Impact of the Enhanced Universal Support Offer to Care Homes during COVID-19 in the UK: Evaluation using appreciative inquiry', HEALTH & SOCIAL CARE IN THE COMMUNITY, 30(5), pp. E1824-E1834. 10. Rachel, H. (2021) Implementing technology in health and social care: lessons from the Care City test bed. 11. Øvretveit, J. (2021) 'Innovations in self care and close care made during Covid 19 pandemic: a narrative review'. 12. Bhome, R., Huntley, J., Dalton-Locke, C., San Juan, N. V., Oram, S., Foye, U. and Livingston, G. (2021) 'Impact of the COVID-19 pandemic on older adults mental health services: A mixed methods study', INTERNATIONAL JOURNAL OF GERIATRIC PSYCHIATRY, 36(11), pp. 1748-1758. 13. Jane, S. (2020) Keeping connected and staying well: the role of technology in supporting people with learning disabilities during the coronavirus pandemic. 14. Selina, R. and Martin, M. (2020) Learning from the impacts of COVID-19 on care homes: a pilot survey. 15. Karen, S. and et al. (2020) LESS COVID-19: Learning by Experience and Supporting the Care Home Sector during the COVID-19 pandemic: key lessons learnt, so far, by frontline care home and NHS staff. 16. Kate, J. and Dan, J. (2021) Lessons from befriending in the time of COVID-19. 17. [Davies-Abbott, I.](https://www.emerald.com/insight/search?q=Ian%20Davies-Abbott), [Hedd Jones, C.](https://www.emerald.com/insight/search?q=Catrin%20Hedd%20Jones" \o "Catrin Hedd Jones) and [Windle, G.](https://www.emerald.com/insight/search?q=Gill%20Windle) (2021), "Living in a care home during COVID-19: a case study of one person living with dementia", [Quality in Ageing and Older Adults](https://www.emerald.com/insight/publication/issn/1471-7794), Vol. 22 No. 3/4, pp. 147-158. 18. ADASS (2020) North West Covid Lessons Learned: Highlight report, 19. Care Quality, C. (2021) Provider collaboration review: care for people with a learning disability living in the community during the pandemic. 20. Elisabeth, B. and et al. (1000) 'Rapid systematic review of systematic reviews: what befriending, social support and low intensity psychosocial interventions, delivered remotely, are effective in reducing social isolation and loneliness among older adults? How do they work?', F1000Research, 9. 21. Social Care Institute For, E. (2020) Care homes and supported living: Learning and sharing following the COVID-19 lockdown. 22. Manthorpe, J., Harris, J., Burridge, S., Fuller, J., Martineau, S., Ornelas, B., Tinelli, M. and Cornes, M. (2021) 'Social Work Practice with Adults under the Rising Second Wave of Covid-19 in England: Frontline Experiences and the Use of Professional Judgement', British Journal of Social Work, 51(5), pp. 1879-1896. 23. Sui-Ting, K. and Catrin, N. (2021) Social work during Covid-19: learning for the future: challenges, best practice and professional transformation. 24. Hutchings, R. and Sherlaw-Johnson, C. (2022) 'Supporting patient engagement with digital health care innovations: lessons from the Care City test bed'. 25. The First Wave: perspectives and learning from the COVID-19 pandemic. (2020). 26. Association Of Directors Of Adult Social, S. (2021) The impact of the COVID-19 pandemic on adults with learning disabilities and / or autism, their family carers and service provision: a rapid learning review. 27. Think Local Act, P. (2021) The 3 r's of social care reform: how constructive risk taking, respectful relationships and a sense of reciprocity characterised a positive response to the Covid-19 pandemic. 28. Tina, W., Melissa, R. and Marie-Anne, D. (2020) Lessons and legacy from the COVID-19 pandemic in health and care: AHSN Network Digital and AI Reset report. 29. Flynn, S., Caton, S., Gillooly, A., Bradshaw, J., Hastings, R. P., Hatton, C., Jahoda, A., Mulhall, P., Todd, S., Beyer, S. and Taggart, L. (2021) 'The experiences of adults with learning disabilities in the UK during the COVID-19 pandemic: qualitative results from Wave 1 of the Coronavirus and people with learning disabilities study', Tizard Learning Disability Review, 26(4), pp. 224-229. 30. C, M. G. and et al. (2021) 'The impact of COVID-19 restrictions in the United Kingdom on the positive behavioural support of people with an intellectual disability', British Journal of Learning Disabilities, 49(2), pp. 138-144. 31. Bunn, D., Birt, L., Chapman-Wright, J., Corner, J., Lane, K., Killett, A., Parkinson, E., Parnell, S.-A., Nash, G., Sanders-Crook, C. and Sanderson, K. (2022) 'Understanding the distinct challenges for nurses in care homes: learning from Covid-19 to support resilience and mental wellbeing: report on THRIVE Study, March-December 2021'. 32. Johnston, L., Malcolm, C., Rambabu, L., Hockley, J. and Shenkin, S. D. (2021) '101 Avoiding Burnout of the Care Home Workforce During the COVID-19 Pandemic and Beyond: Sharing National Learning and Local Initiatives', Age and Ageing, 50.   **Additional searches**  G1 – Innovation in adult social care: <https://post.parliament.uk/research-briefings/post-pn-0670/>  G3 – Beyond COVID: New thinking on the future of adult social care: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/beyond/adult-social-care>  G5 – Transforming social care provision: first steps towards sustained innovation: <https://www.rand.org/content/dam/rand/pubs/perspectives/PEA600/PEA639-1/RAND_PEA639-1.pdf>  G8 – COVID-19 and Care Homes: Lessons from an unprecedented time: <https://www.healthwatchnorthyorkshire.co.uk/report/2022-01-05/covid-19-and-care-homes-lessons-unprecedented-time>  G10 – Community Nursing Covid-19 Innovations: <https://qni.org.uk/nursing-in-the-community/community-nursing-covid-19-innovations/>  G11 – "Don't ever call us unskilled again!'' Learning from the experience of Support Workers during Covid-19: <https://paradigm-uk.org/wp-content/uploads/2020/08/Dont-ever-call-us-unskilled-again.-Paradigm-compressed-copy.pdf>  G12 – Covid-19 Lessons Learned Review: <https://www.nwadass.org.uk/lessons-learned-review-2020> |