

Supplementary File: Summary of evidence: Data Extraction: Qualitative and Quantitative Methodologies

Author Country	Aim of Study	Study Design & Number of Participants	Key Findings	CASP Appraisal
Chapman et al., 2024 United Kingdom - Canada	To explore the perspectives of residents, family members and friends, staff, and clinicians regarding barriers and facilitators to social connection in LTC homes, considering both organisational (home-level) and individual-level factors that shape residents' social connection.	Mixed Methods, n= 67 participants (18 residents, 17 staff members & clinicians, 32 family members & friends)	Social connection in long-term care is shaped by relational, environmental, and organisational factors, including familiarity of the care environment, opportunities for physical and virtual connection, and person-centred care practices. Strategies such as staff-resident relationship building, family involvement, and supported digital engagement were identified as key facilitators of connection, with implications for policy, staff training, and care design.	High
Dixon & Stubbs, 2025 United Kingdom	To examine psychological impacts of COVID-19 on care home residents: How did family carers and care home residents experience visiting restrictions? How was resident autonomy impacted by visiting restrictions? How can autonomy be supported?	Qualitative, n= 27 family carers	Loss of social interaction and autonomy impacted on residents' capabilities, including the ability to sustain physical health, emotional wellbeing and connection. Relational care mitigated distress.	High
Frey & Buller, 2023 Aotearoa New Zealand	To explore the components of wellbeing among long-term care (LTC) residents and bereaved family members, examine how COVID-19 restrictions shaped their experiences of wellbeing, and analyse these experiences through the lens of the Te Whare Tapa Whā model of health.	Qualitative, n= 5 residents and 6 family members of previous residents from 1 ARC centre	Wellbeing in long-term care is shaped by interconnected relational, cultural, spiritual, and physical dimensions, requiring a holistic model of care. COVID-19 highlighted the need for integrated approaches that address psychosocial risks alongside physical protection, reinforcing the importance of culturally grounded and relational care for residents and families.	High

Collective and Culturally Grounded Resilience in Aged Residential Care: Lessons from COVID-19. A narrative review of literature

Gilbert et al., 2025 Australia	To explore how retirement villages functioned as culturally bounded “gated” spaces during the first year of the COVID-19 pandemic, and how operators, staff, and residents interpreted and implemented public health guidance.	Qualitative, n= 14 older people (aged 65+)	Findings indicate that COVID-19 lockdowns intensified existing structural tensions in ARC. While social networks provided support, considerable heterogeneity in resident experience was evident. Service closures further revealed a disconnect between policy framings of ARC as “third age” lifestyle housing and residents’ reliance on embedded services for everyday functioning.	Moderate-High
Ickert et al., 2021 Canada	To explore the experiences of residents and families in ARC settings during COVID-19 public health restrictions to better understand their impact and inform future pandemic preparedness.	Qualitative, n= 14 residents and 18 family members of residents from 10 centres.	Findings highlight the importance of involving ARC residents and families in pandemic decision-making and addressing the psychosocial impacts of public health restrictions. The study underscores the need for future planning to be informed by the voices of those most affected by LTC policies.	Moderate-High
Kaelen et al., 2021 Belgium	To explore mental health needs of residents during COVID-19 restrictions and to identify processes or structures through which ARC staff could be supported to address the needs.	Qualitative, n= focus group discussions with care staff and 56 interviews with residents in 8 ARC facilities	A holistic approach to care is required, recognising psychological wellbeing as equally important as physical protection. Restrictions that prioritised infection control alone risked undermining autonomy, quality of life, and psychosocial wellbeing. Findings emphasise the need for creative, preventive, and person-centred interventions that support coping and mental health, alongside improved organisational support for staff to balance physical safety with relational care.	Moderate-High
Moir et al., 2025 Aotearoa New Zealand	To understand staff experiences of living on-site in a level 3 dementia care unit, with a particular focus on how this arrangement was perceived to affect resident well-being.	Qualitative, n= 7 staff members, & facility manager	Findings highlight an “all in this together” culture among staff living on-site, which fostered camaraderie and collaboration. Despite challenges, staff reported personal and collective benefits as well as perceived improvements in resident well-being.	Moderate-High

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Noten et al., 2022 Netherlands - Belgium	To examine how COVID-19 restrictions in nursing homes affected residents, relatives, and volunteers, focusing on social needs, loneliness, and related emotional impacts.	Quantitative, n= 30 interviews with residents and close relatives, & online focus group with 10 volunteers	Restrictions led to negative emotional impacts and unmet social needs among residents, relatives, and volunteers. The study highlights the importance of balancing infection control with person-centred care, self-determination, and maintaining social contact through active involvement of residents, families, and volunteers in decision-making.	Moderate-High
O'Caoimh et al., 2020 Ireland	To evaluate wellbeing and social isolation among older adults and their family/visitors during COVID-19.	Quantitative, part of Engaging Remotely in Care (ERiC) project. n= 225 responses deemed valid and included in analysis; 91% identified as immediate family with remainder as friends or legally appointed representatives.	Visitors' loss of caring role impacted on residents' social isolation and on the emotional, cognitive wellbeing and a decline in meeting ADLs. Restrictions equally impacted on visitors and family on their psychological and emotional wellbeing.	Moderate-High
Officer et al., 2022 Aotearoa New Zealand	To investigate the impact on an individual, whānau, community, workplace & health service factors that acted to enhance or diminish the lockdown experience.	Mixed Methods study with the paper focusing on qualitative analysis using thematic analysis, n= 38 interview transcripts & open ended survey questions	Lockdown conditions prompted a shift toward inward-focused coping, with reduced reliance on external social and support systems. Interventions that promoted connectedness, continuity, and certainty, particularly through community engagement, person-centred care, and reduced digital exclusion, were identified as critical to supporting wellbeing and recovery during and beyond periods of isolation.	Moderate-High

CASP: Critical Appraisal Skills Programme UK. (2022). *CASP checklist*. <https://casp-uk.net/casp-tools-checklists/>